



Global Exchange Manager

User Guide



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GLOBAL EXCHANGE MANAGER – GEM

GEM is a new application that automates exchange/reissue of tickets.

With this application it is possible to receive the new Fare calculation based on revised itinerary in PNR (rebooking/rerouting) for tickets "before departure" when the travel has not started yet, as well as for tickets "after departure", it means for partly used tickets. After the Fare calculation is agreed, the Filed Fare prepared for exchange/reissue process and the Exchange mask are stored in the PNR.

For the exchange/reissue process it is also possible to use the already stored Filed Fare or to create manual Fare mask.

New ticket issued in exchange has the pricing indicator B or M and it is always the agent's responsibility to check the Rule conditions especially Category 16 applied to the appropriate Fare as it is done at the time being.

GEM compares the Fare and taxes from the original ticket with the new Fare calculation and automatically applied the difference but the agent is able to modify the results manually. In case of exchange before departure the new Fare calculation is returned by GEM for PNRs without ticket number as well.

With GEM it is possible to collect penalty as a new tax, as Q surcharge (to the Fare) or to collect penalty on MCO or EMD which is automatically issued during the exchange/reissue process.

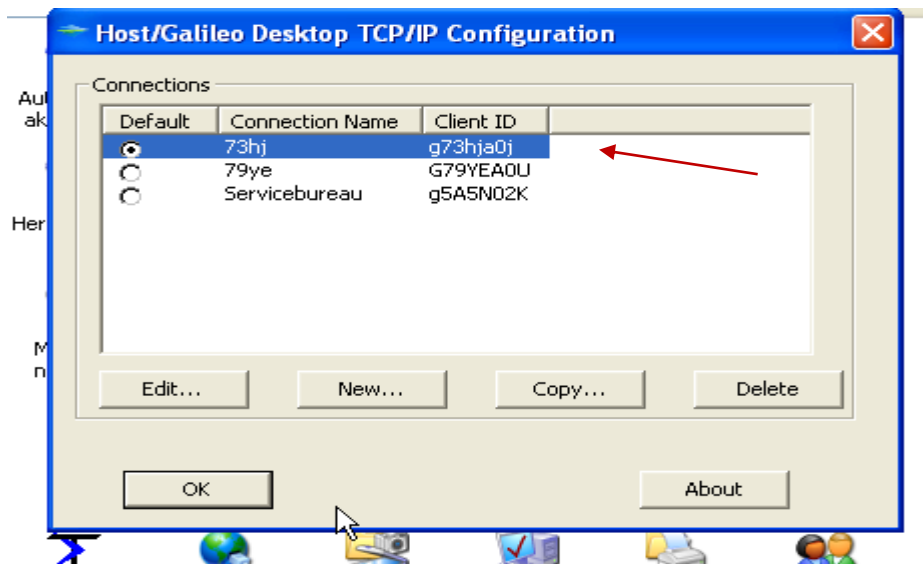
How GEM is working at the time being

- The first, second or subsequent exchange before departure - the Fare calculation is created based on the entry **>FQ<**.
- The first, second or subsequent reissue after departure - the Fare calculation is created based on the entry with the original ticketing date **>FQ.Tddmmmyy<**.
- If the desired Fare calculation is not returned using the entries above (mostly due to Category 5 of the appropriate Rule filed by the carriers saying e.g. that the new ticket must be issued within 3 days after reservation is done) GEM will offer to the agent to choose some additional entries, such as **>FQT<** which ignores the date when PNR was created. Besides this GEM offers more FQ options for automatic calculation such as **>FQ.Hddmmmyy<**, **>FQ@Fare basis<** or the possibility to add PTC (passenger type code - e.g. YTH for youth, SRC for senior citizen etc.) or account code in case of private Fares filed by the carriers.
>FQ.Hddmmmyy< = pricing with the fare valid on the date entered and current taxes.
>FQ@Fare basis< = pricing with current fare and taxes, specified fare basis used.
- GEM also offers some other options for manual calculation, such as "involuntary rebooking", "involuntary rerouting" or "manual mask" which can be used by the agent to store the Fare completely manually but without using cryptic entries.
- For exchanges before departure the original PNR with ticket number or new PNR without ticket number can be used.
- Filed Fare is stored and prepared for exchange/reissue automatically.
- Filed Fare already stored in PNR can be used as well.
- There are 3 ways how to collect a penalty:
 - as a tax
 - to the Fare as Q surcharge in Fare calculation
 - on EMD - SVC element is created and EMD is automatically issued during the exchange/reissue process.

- The exchange mask is created automatically and can be modified by the agent.
- GEM is checking the name of passenger in PNR with the name of passenger on the original ticket and if it doesn't match, warning message is displayed.
- The exchange/reissue of IT tickets - see example later of this manual.

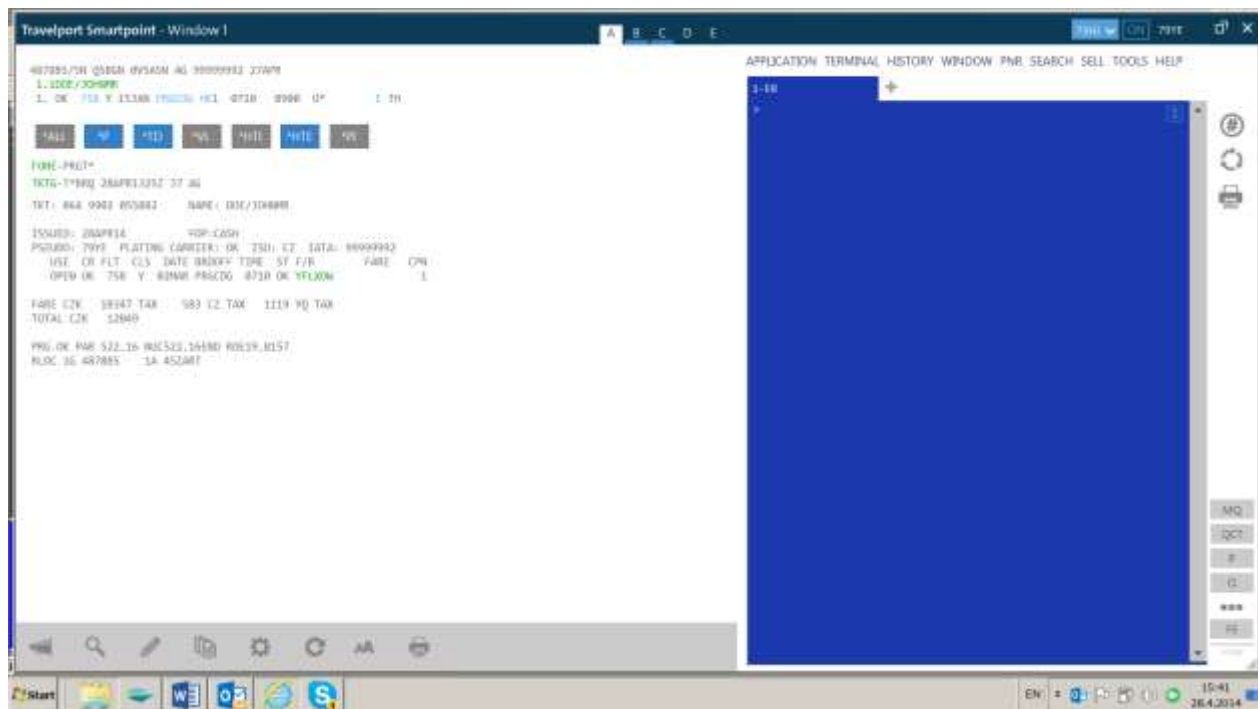
Important to remember

- The revised itinerary must be booked to the corresponding booking classes. GEM is not using >FQBB< transaction.
- In case of exchange before departure (>FQ< entry) ticketing time limit or advanced purchase period (ADVP) have to be observed depending on the conditions described in Category 5 of the appropriate Fare used. If these conditions are not met, the system response is NO VALID FARES. In such a case GEM is trying to receive the Fare calculation using the entry >FQT< which ignores PNR creation date or the agent can choose another FQ option in order to store the desired Fare.
- Filed Fare has to be stored for each passenger separately. GEM has the ability to copy the data from already created Filed Fare for the first passenger to the masks for other passengers having the same Fare and PTC (passenger type code) in order for the agent not to repeat the process for each passenger separately.
- The PNR may not be retrieved from Queues in case of exchange/reissue tickets for non IATA travel agencies. In such a case the PNR has to be kept on queues and reopened separately (*RECLOC).
- New endorsement message, if filed with the Fare, is automatically stored and the agent can modify it or add the important notice. Each message can be separated by dash (-) or dot (.). It is not possible to use asterisk (*) or slash (/). The slash from the endorsement automatically stored is changed to dash.
- In case of reissue of partly used ticket (after departure) all segments including those already flown must be marked in order the ticket to be recalculated from the origin.
- The exchange/reissue of IT tickets - the original Fare and/or Equivalent has to be entered manually by the agent in step 2 after "Calculate" command because GEM cannot read the Fare and/or Equivalent from the original ticket.
- GEM is based on Internet Explorer and is working only in PCC which is set in the agent's computer as default. If you need to exchange/reissue ticket in another PCC you have to
 - change setting of default PCC in your computer or
 - you can prepare the whole exchange/reissue in the default PCC, store Filed Fare and Exchange mask in PNR, then open this PNR in different PCC and issue new ticket using >TKP< entry only.

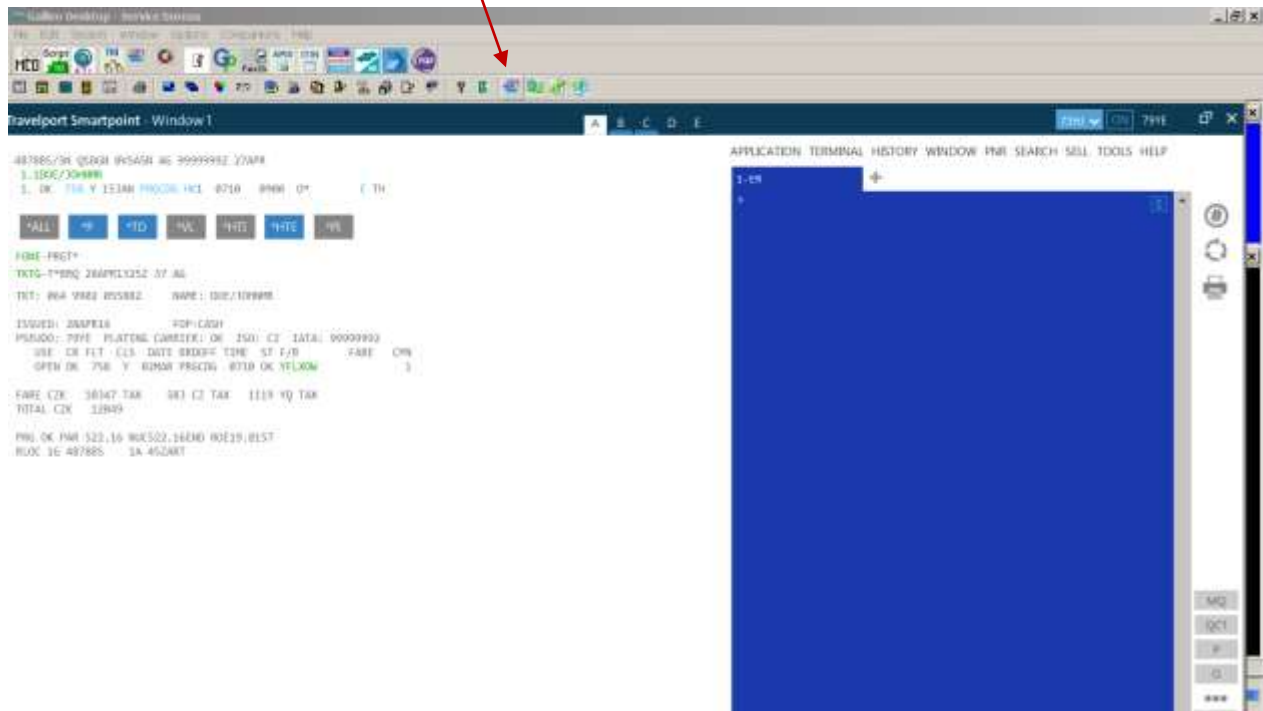


Global Exchange Manager works with Smartpoint

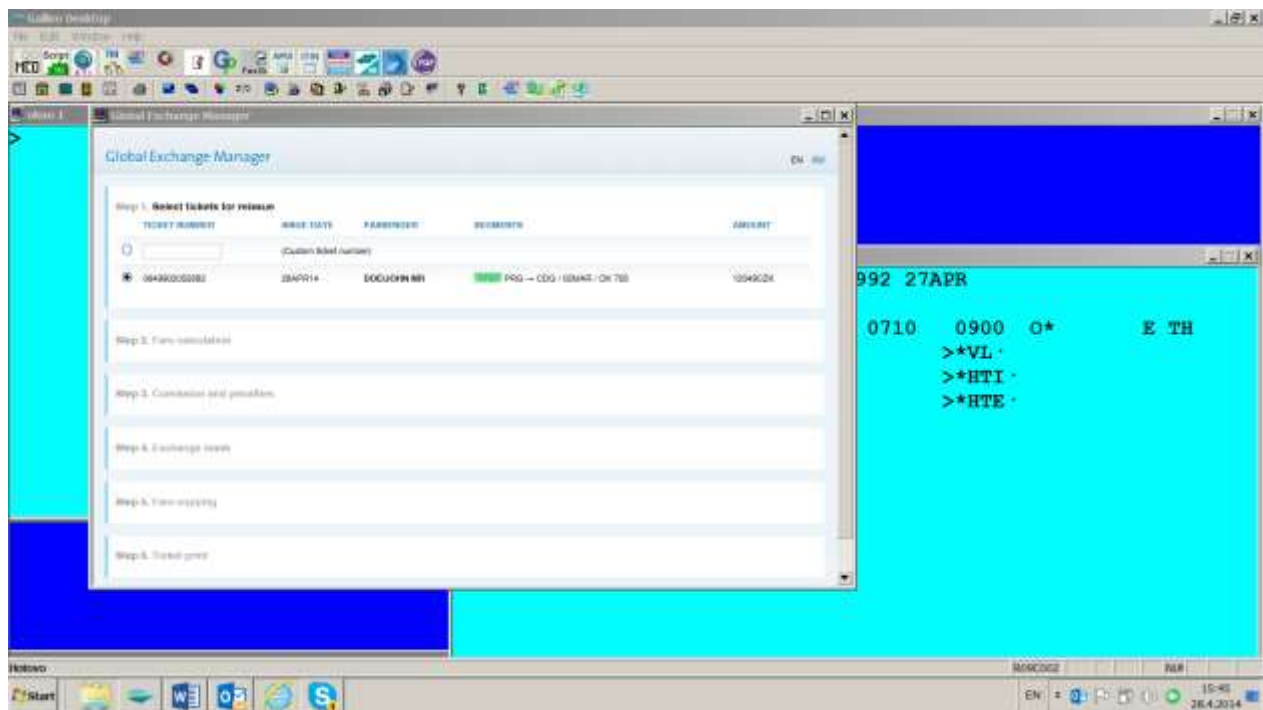
Open a PNR and display the ticket.



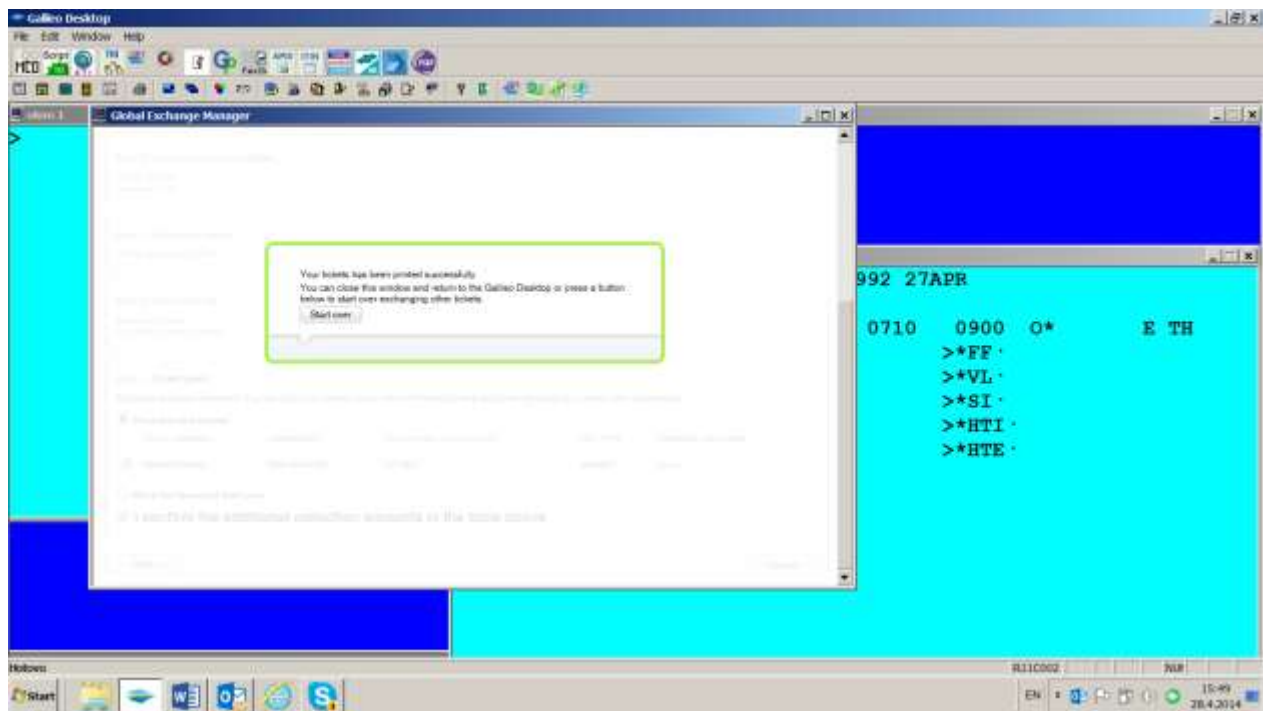
If you cannot see your toolbar with GEM icon on the top, grab the Smarpoint window and drag it slightly downwards.



When you activate GEM, the Smarpoint window will be automatically hidden.



Work with your Global Exchange Manager as you're used to.

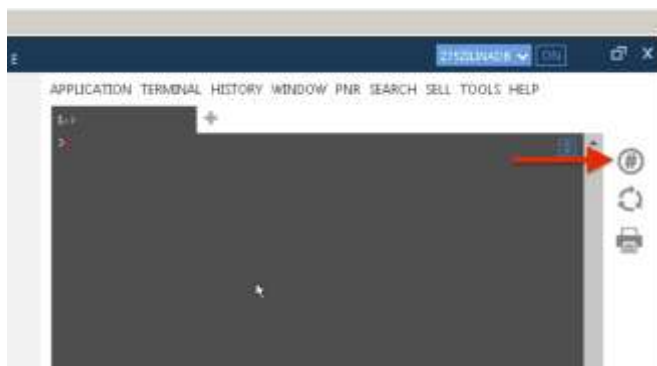


Once the ticket is exchanged/reissued by Global Exchange Manager, **activate the Smartpoint with CTRL plus F12 button** and continue in Smartpoint.

You can also include GEM in "Quick commands" and create #GEM entry which will activate GEM in Smartpoint and use this entry instead of GEM icon. When #GEM entry is used the Smartpoint window stays open.

The way how to do it:

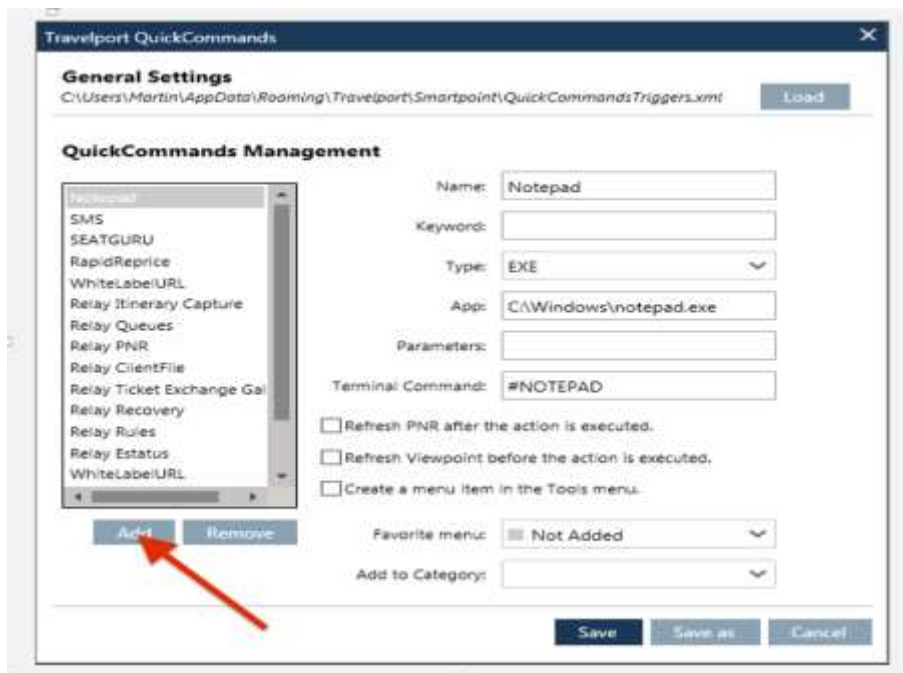
- 1/ Click on # icon.



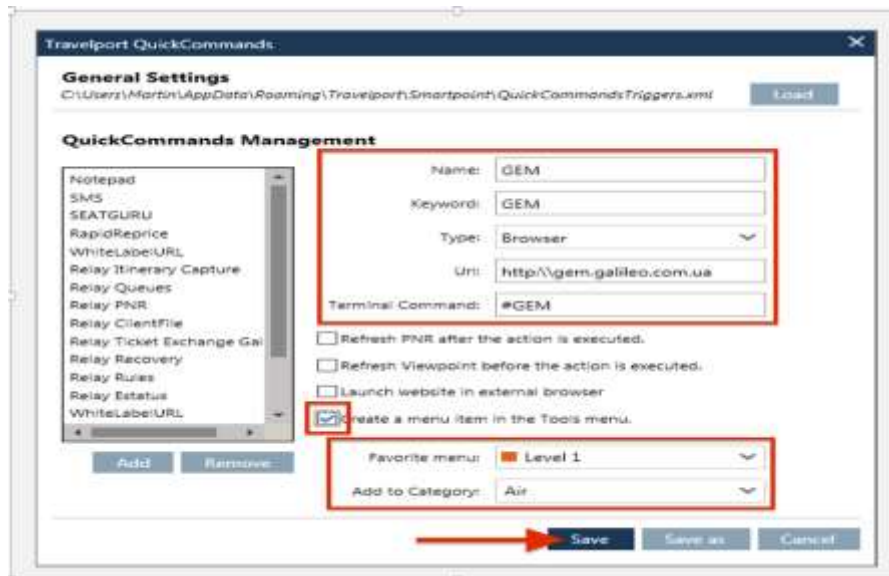
2/ Click on **three square** at the bottom.



3/ Click on **ADD** button.

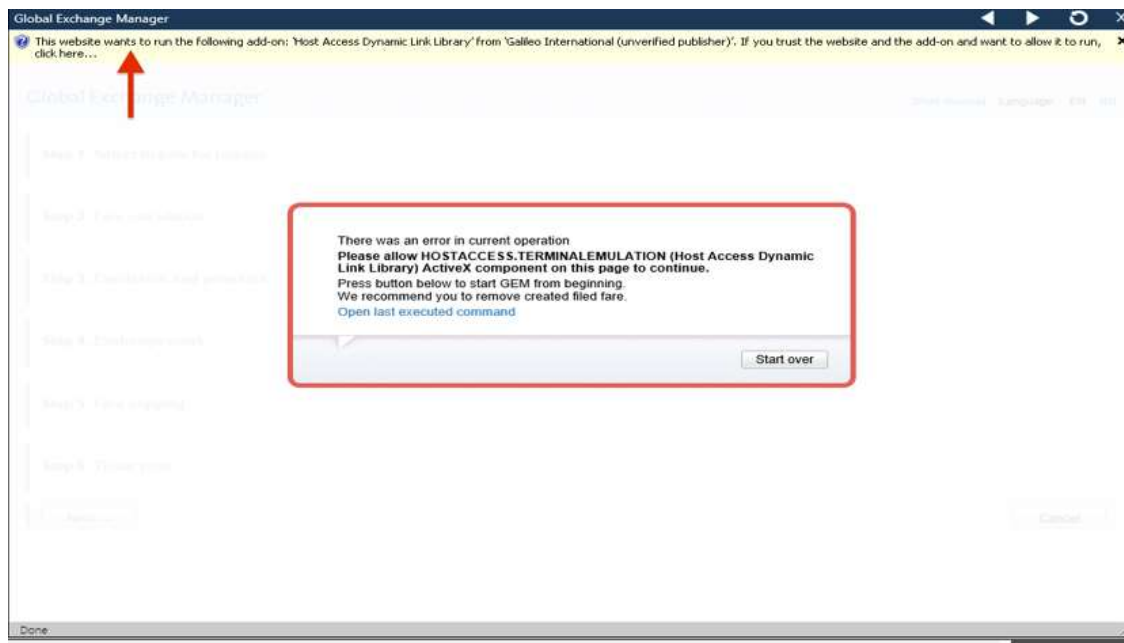


4/ Fill fields like on the picture below and press **Save** button.



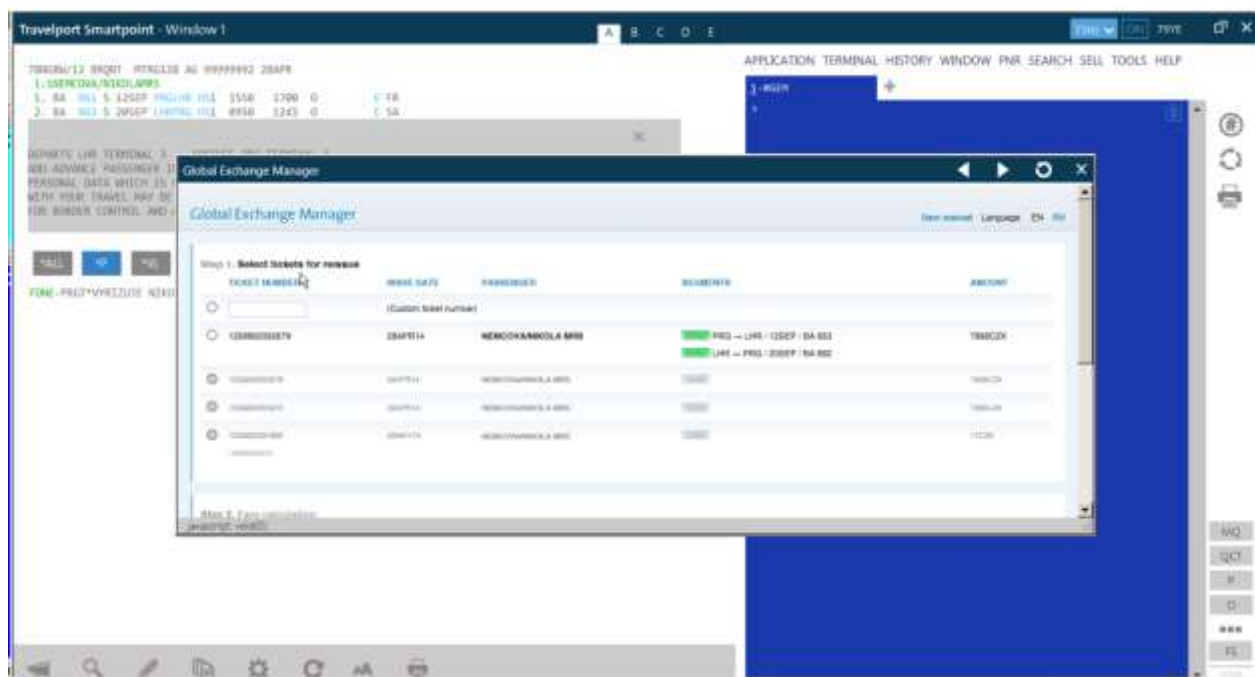
5/ Now you can use GEM integrated in Smartpoint. Just type **#GEM** in Smartpoint terminal or press GEM button on Quick commands page.

When you start GEM for the first time from Smartpoint you will see the dialog shown below. It is necessary to allow it.





Now Smartpoint window remains active during the whole exchange process.



Global Exchange Manager User Guide

You can access and save the GEM User Guide directly from GEM application clicking on "User manual" located in the right hand corner on the top.



Global Exchange Manager

User manual Language: EN RU

Step 1. Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input type="radio"/> <input type="text"/>	(Custom ticket number)			
<input checked="" type="radio"/> 1259902055879	28APR14	NEMCOVA/NIKOLA MRS	OPEN PRG → LHR / 12SEP / BA 853 OPEN LHR → PRG / 20SEP / BA 862	7868CZK

With the GEM development the layout of some fields can be changed but the functionality remains the same.

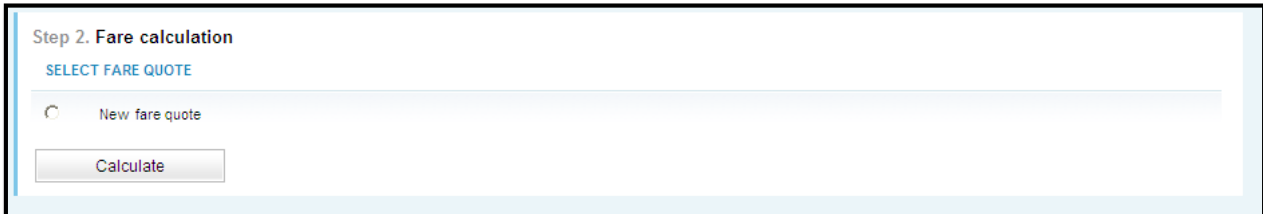
Step 2 – New Fare quote

There are 2 options:

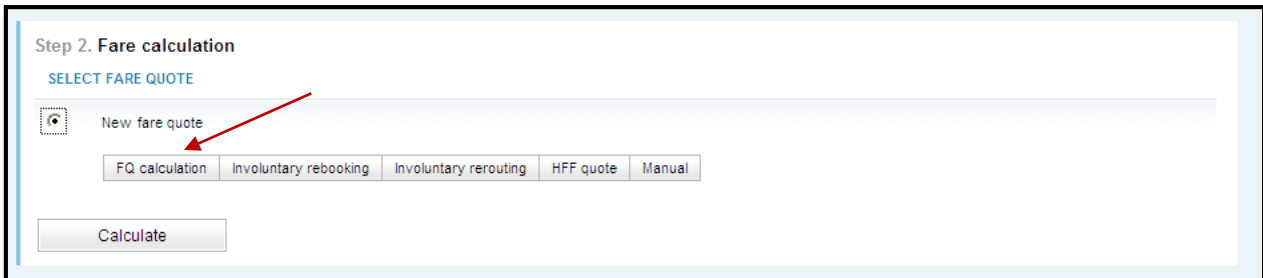
- 1/ request new Fare – if selected – Filed Fare cannot be stored in PNR before.
- 2/ use already stored Filed Fare



or



When no Filed Fare is present in PNR, there is only one option available – **New fare quote**.



New fare quote

There are several options there:

FQ calculation = calculation done automatically by the host (Galileo):

Select the passenger name, segments and **FQ option**.

- **Before departure (FQ)** for totally unused tickets
- **After departure (FQ.T)** for partly used tickets – select also flown sectors in order the whole ticket to be recalculated from the point of origin using the original ticketing date.
- **FQ with option (FQ@Fare basis)** – enter required Fare basis on each segment. It can also be used for already flown sectors when the whole ticket including flown sectors needs to be upgraded to higher Fare – see the example below:
- **FQ.H** – can be used in special case only. The system applies the original Fare valid at the date when ticket was issued but current taxes.

Enter **account code** used for private Fares, **PTC** (passenger type code - YTH/SRC etc. if needed or **currency modifier** if the Filed Fare should be stored in other currency (e.g. **FQ:USD**) .

The other options like "Involuntary rebooking", "Involuntary rerouting", "HFF quote" and "Manual" are explained in the next chapter.

Segments (select all segments) - segments can be selected one by one or all segments together clicking on "select all segments".

FQ with options

Fare basis should be entered for each sector.



1. VAREDOVA/SARKA USD

Segments (select all segments)

SEGMENT	MODIFIERS
<input checked="" type="checkbox"/> 1. PRG → AMS / 15MAR / KL 135B / L	OPRCZ
<input checked="" type="checkbox"/> 2. AMS → KUL / 15MAR / KL 009 / G	OPRCZ
<input checked="" type="checkbox"/> 3. KUL → AMS / 20MAR / KL 810 / L	NPRCZ
<input checked="" type="checkbox"/> 4. AMS → PRG / 21MAR / KL 1351 / L	NPRCZ

Calculation type

☐ Before departure (FQ) If no change to the first flight option is done, the option "After departure" with original ticketing date should be used – check Fare Rules.

☐ After departure (FQ.T)

☒ FQ with options FQ:P1S1@OPRCZ.1@OPRCZ.3@NPRCZ.4@NPRCZ.1

☐ FQ.2x

Additional options

ACCOUNT CODE PTC CURRENCY

Calculate

The original example continues:

Passengers

☒ 1. VANEKOVASARKA 0055

Segments (select all segments)

SEQUENT

☒ 1. PRG → AMS / 10JAN / KL 1258 / L

☒ 2. AMS → KUL / 10JAN / KL 809 / D

☒ 3. KUL → AMS / 20JAN / KL 803 / L

☒ 4. AMS → PRG / 01JAN / KL 1251 / L

Calculation type

☒ Before departure (FQ) If no change to the first flight coupon is date, the option "After departure" with original booking date should be used – check Fare Rules.

☐ After departure (FQ.T)

☐ FQ with options FQ.P15(1 2 3 4)

☐ FQ+

Additional options

ACCOUNT CODE **PTO** **CURRENCY**

When selection is done press "Calculate" button located lower left.

GEM starts to calculate new Fare including taxes. The original Fare, Equivalent and taxes are compared with the new Fare, Equivalent and taxes and the difference is displayed in the fourth column. If the new tax is higher and the agent agrees, the difference in tax will be automatically collected as a new tax even if it would be very small amount. If the new tax is lower or the same, there will be zero (0) difference in the column for "Additional collection". The tax amount displayed in the fourth column as well as the Fare or Equivalent displayed in the third column (FARE VALUE) can be modified by the agent.

1

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	525	525	<input type="text" value="0"/>
CJ	375	375	<input type="text" value="0"/>
RR	336	344	<input type="text" value="0"/>
VV	162	164	<input type="text" value="2"/>
MY	467	465	<input type="text" value="1"/>
YB	9588	9754	<input type="text" value="166"/>
FARE	11674	<input type="text" value="15279"/>	<input type="text" value="2198"/>
Total:			<input type="text" value="2491"/>

☐ Automatic calculation may be inaccurate. We recommend you to check it manually.

If the agent doesn't want to collect 1 CZK as ADC for tax MY, he/she can change it to zero manually on his/her responsibility and the Total ADC is automatically changed as well.

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	525	525	0
CI	370	370	0
RR	336	344	0
VV	102	104	2
MY	400	400	0
YS	9500	9754	168
FARE	13074	13279	210
Total			2400

☐ Automatic calculation may be inaccurate. We recommend you to check it manually.

The agent can check the new Filed Fare stored against the original ticket by clicking on the world **"check"**.

Ticket	Fare
ABEPT EL 8121 L 2100A AMEPTB 0028 ON SPACE 0700000A 0700000A FARE CEN 13074 TAX 525 CS TAX 370 CS TAX 10411 XT TOTAL CEN 24000 NON EXCH//FARE BTRB COULD APPL PRG EL K/ADR EL 204.00 EL K/ADR EL 200 000.00 204.00 NUC489.76END BCE18.8304 XT 2048910077407MY99 0000 RLOC 10 000000 1A 200000	*TQ/EL 2.3.4/PL/CML PL 0000000A/00000000 APT 0 0400000 * CEN 20701 PRG EL K/ADR EL 204.00 EL K/ADR EL 200 430.00 000001.00END 00000 0004 FARE CEN1070 TAX 525CS TAX 370CS TAX 10411XT TAX 40000 TAX 070400 000 CEN10701 ***ADDITIONAL FEES MAY APPLY***POL: 01 FB-CLERCE 00-100 HB-10000 HA-10000 02 FB-CLERCE 00-100 HB-10000 HA-10000 03 FB-CLERCE 00-100 HB-10000 HA-10000

When agreed press **"Next"** button located lower left.

If the agent doesn't agree with the Fare calculation it is possible to stop the exchange/reissue process by pressing **"Cancel"** button located lower right. Then the agent has to decide if the Filed Fare already stored should have been removed or not. The recommendation is to remove the stored Fare and start once again from the beginning.

Do you want to cancel reissue?

Yes, remove filed fare Yes, keep filed fare No

When **"Next"** button is pressed GEM can continue with Step 3.

Step 3 - Penalty, Commission, Tour code, IT/BT.

There are 5 possibilities how to collect the applicable penalty - EMD / MCO / new tax / to the Fare as Q surcharge and one more - no penalty (Absent). By clicking on one of these 5 options the additional fields are displayed where the relevant information has to be entered.

No penalty collected

("Absent" radio button should be marked).

Step 3. **Comission and penalties**

PENALTY

☒ Absent

☐ EMD

☐ Tax

☐ Q-Surcharge

ENDORSEMENT

VALID AS/NON-RFD CHNG SUBJ TO FEE NON REF/RESTRICTIONS APPLY

COMMISSION

Percents
0

TOUR CODE

IT/BT

☒ None
☐ IT
☐ BT

Penalty collected on EMD (Electronic Miscellaneous Document)

RFI CODE - D used for fees and charges (financial impact) is automatically added

RFI SUBCODE - for example 992 or that one required by the carrier for penalty is automatically added by GEM

CURRENCY - local currency, can be changed to EUR or USD if necessary

AMOUNT - penalty amount in local currency

FEE DESCRIPTION - free text - the default can be modified by the agent

EMD FOP - Cash, Invoice or Other EMD FOP. "Other EMD FOP" is mostly used for payment by credit card. In this case CC number, expiry date, occasionally approval code should be entered in the next field.

EMD TAX NAME (OPTIONAL) and **EMD TAX AMOUNT** (OPTIONAL) is used for tax applied to the penalty. It is used in some countries where VAT (value added tax) for penalty must be calculated. When the VAT is not collected these boxes will stay empty.

ACTION ON EMD ISSUE - Print locally x Email to

EMD can be printed locally on the itinerary printer or sent by e-mail, if the e-mail address has been entered in MT element before the exchange/reissue is done. If more than one e-mail address is entered, the agent can select which address is used.

Step 3. Comission and penalties

PENALTY

☐ Absent

☒ EMD

Note: Please take into account EMD for this carrier may not be activated in system for your market.

EMD TEMPLATE

☐ Manual
 ☒ REBOOKING FEE

RFI CODE	RFI SUBCODE	CURRENCY	AMOUNT
D	993	CZK	2134

EMD TAX NAME (OPTIONAL)

EMD TAX AMOUNT (OPTIONAL)

UO

100

FEE DESCRIPTION

EMD FOP

REBOOKING FEE

Cash

(For example: VI1234567890"D1219)

ACTION ON EMD ISSUE

☐ Print locally
 ☒ Email to: MISA.KLIMOVA@CENTRUM.CZ

☐ Tax

☐ Q-Surcharge

When EMD for that carrier has not been activated on your market yet, EMD will not be issued.

SVC element is automatically created by GEM and added to PNR:

25JF66/28 BRQNT MTRG128 AG 99999992 21MAR
 1.1SVIKOVA/NICOLMS
 1. BA 853 S 11SEP PRGLHR HK1 0830 0935 O* E WE
 2. BA 193 N 11SEP LHRDFW HK1 1155 1550 O* E WE
 3. BA 5125 N 11SEP DFWYYC HK1 1940 2225 O* E WE
 OPERATED BY AMERICAN AIRLINES
 4. AA 5139 N 20SEP YYCORD HK1 1600 2013 O* E FR
 OPERATED BY WESTJET
 5. BA 1547 N 20SEP ORDLHR HK1 2145 #1125 O* E FR
 6. BA 856 S 21SEP LHRPRG HK1 1600 1900 O* E SA
 7. **SVC BA HI1 PRG 23SEP-D/992/CHANGE FEE/NM-1SVIKOVA/NICOLMS/1
 259991002570C1/2510/CZK**

Penalty collected as a tax

TAX TYPE - 2 letter tax code such as DU / XP / OB etc.

VALUE - the amount in local currency

Step 3. Comission and penalties

PENALTY

☐ Absent

☐ EMD

☒ Tax

	TAX TYPE	VALUE
1.	DU	2000
2.		0

☐ Q-Surcharge

ENDORSEMENT

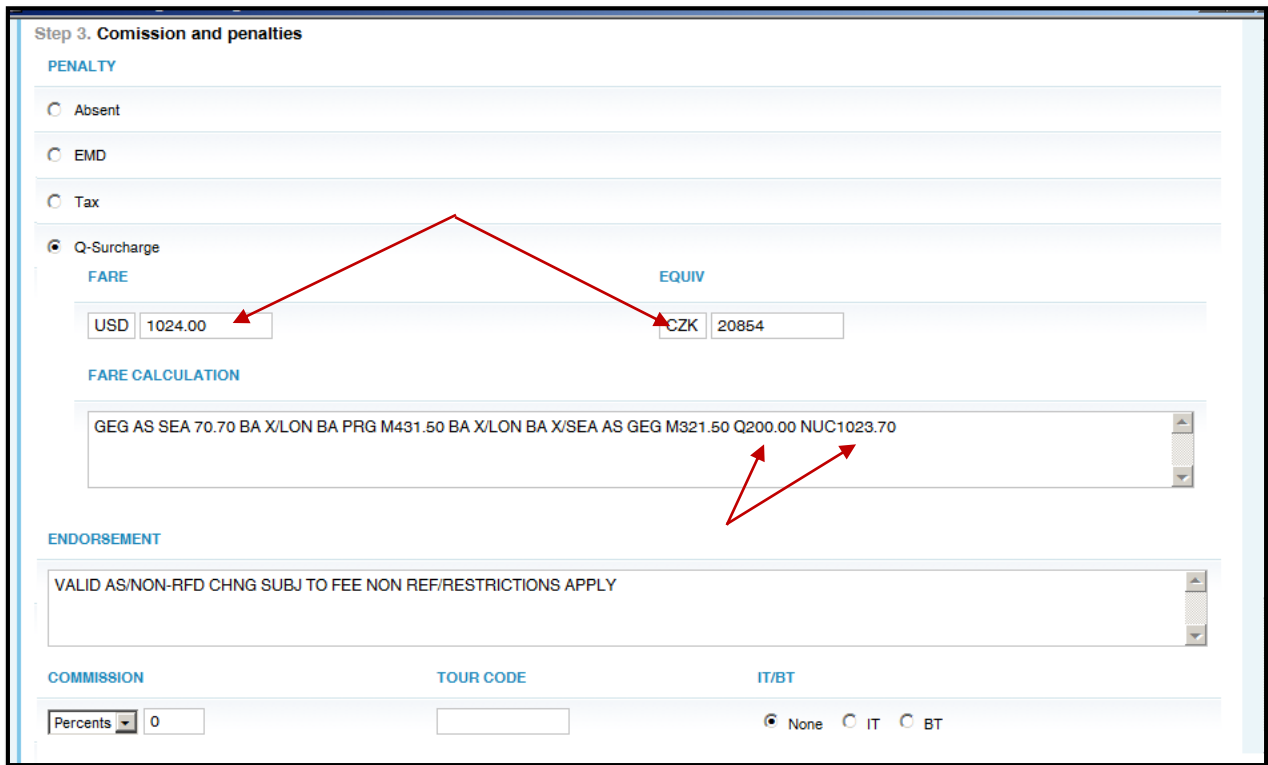
FARE RESTRICTIONS APPLY

COMMISSION	TOUR CODE	IT/BT
<div> Percents 0 </div>		<input checked="" type="radio"/> None <input type="radio"/> IT <input type="radio"/> BT

Penalty collected to the Fare as Q surcharge shown in the Fare calculation

See the example later of this manual.

Penalty must be converted to the local currency using today's BSR first. Then the amount in local currency must be converted to NUC using today's IROE (for reissues after departure using ROE valid on the date of ticket issue). Fare calculation must be modified manually and the penalty in NUC added as Q surcharge. The new NUC total must be converted to local currency using today's ROE (for reissues after departure using ROE valid on the date of ticket issue) and the Fare amount manually changed - see the example later in this manual.



Step 3. Commission and penalties

PENALTY

☐ Absent

☐ EMD

☐ Tax

☒ Q-Surcharge

FARE

USD 1024.00

EQUIV

CZK 20854

FARE CALCULATION

GEG AS SEA 70.70 BA X/LON BA PRG M431.50 BA X/LON BA X/SEA AS GEG M321.50 Q200.00 NUC1023.70

ENDORSEMENT

VALID AS/NON-RFD CHNG SUBJ TO FEE NON REF/RESTRICTIONS APPLY

COMMISSION

Percents 0

TOUR CODE

IT/BT

☒ None ☐ IT ☐ BT

The other fields shown on this page:

ENDORSEMENT is copied from the new Filed Fare if any and can be added or modified by the agent. Each message can be separated by dash (-) or dot (.). It is not possible to use asterisk (*) or slash (/). The slash from the endorsement automatically stored is changed to dash.

COMMISSION is set in percentage to zero (0) by default and can be modified by the agent to specific percentage or to specific amount if necessary.

TOUR CODE if shown on the original ticket should be added by the agent or it is automatically added in case of private Fare.

IT or **BT** can be marked if the new ticket should be issued with IT or BT in the Fare box.

ORIGINAL FOP CC NUMBER (OFP FIELD)/ EXPIRATION DATE - When the original ticket was paid by credit card, the OFP element (original form of payment) has to be entered due to subsequent refund to this credit card. If the credit card number is masked, the agent has to enter the correct CC number into the OFP field and add credit card expiry date preceding by *D into "Expiration date" field in order for GEM to use OFP element automatically.

When all necessary data are entered press "Next" button located lower left.

Example continues - penalty collected on EMD paid by credit card, endorsement message added, original FOP was credit card (OFP element displayed and the Expiry date has to be added).

Step 3. Commission and penalties

PENALTY

☐ Absent

☒ EMD

Note: Please take into account EMD for this carrier may not be activated in system for your market.

EMD TEMPLATE

☐ Manual ☒ REBOOKING FEE

RFI CODE	RFI SUBCODE	CURRENCY	AMOUNT
0	002	CZK	4713

EMD TAX NAME (OPTIONAL) EMD TAX AMOUNT (OPTIONAL)

FEE DESCRIPTION **EMD FOP**

REBOOKING FEE Cash (For example: V1234567890'D1219)

ACTION ON EMD ISSUE

☒ Print locally ☐ Email to:

☐ Tax

☐ Q-Surcharge

ENDORSEMENT

NONREFUNDABLE RESTRICTIONS APPLY

COMMISSION **YOUR C** **BT**

Percent 0 ☒ None ☐ IT ☐ BT

ORIGINAL FOP CC NUMBER (OFP FIELD) **EXPIRATION DATE (MMYY)**

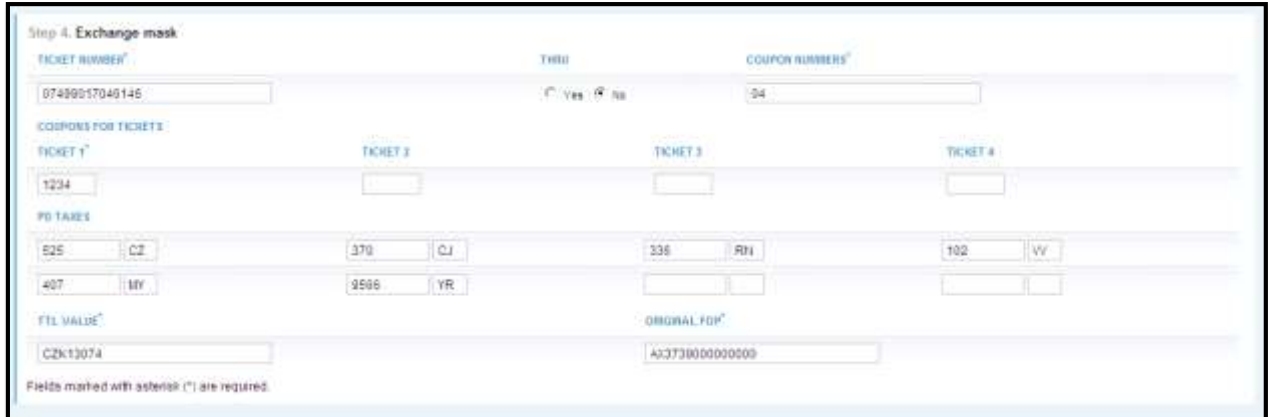
AX37390000000000 1215

Enter correct CC number

Enter expiry date

Step 4 - Exchange mask

Mostly nothing needs to be added or modified by the agent. Paid taxes are shown separately, only in case when there are more than 8 on the original ticket, they are included in XT. Originally paid taxes can be modified or deleted by the agent if necessary.



Step 4. Exchange mask

TICKET NUMBER* 07499517045145 TRAIL Yes No COUPON NUMBERS* 04

COUPONS FOR TICKETS

TICKET 1*	TICKET 2	TICKET 3	TICKET 4
1234			

PD TAXES

525	CZ	370	CJ	336	RH	102	VV
407	MY	9586	YR				

FTL VALUE* CZK13074 ORIGINAL FOP* A3739000000000

Fields marked with asterisk (*) are required.

It is necessary to specify Form of payment used for difference collected on the ticket. It is possible to use multiple forms of payment, maximum 3 FOPs. Cash is selected as a default.



Step 4. Exchange mask

FORM OF PAYMENT

ADDITIONAL COLLECTION

<input checked="" type="checkbox"/> Cash		800	CZK
<input checked="" type="checkbox"/> Invoice / Credit card / Other: AX3739000000000000*D1214*A29		1000	CZK
<input checked="" type="checkbox"/> Invoice / Credit card / Other: VI444433322221111*D1215*A123456 (For example: VI1234567890*D1215)		800	CZK

Add collection required: 2400 CZK

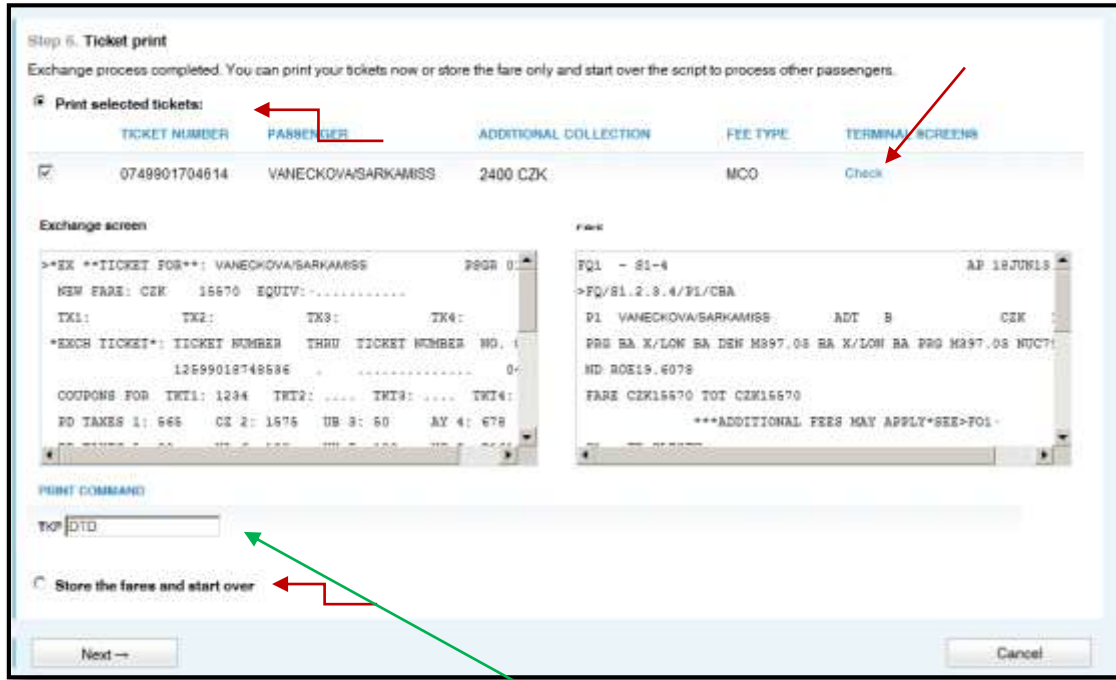
Fields marked with asterisk (*) are required.

Step 5 – Fare copying

Now the agent can copy the already created Filed Fare and Exchange mask stored for the first passenger to other passengers having the same Fare and PTC (passenger type code). If there is only 1 passenger in the PNR this step is skipped and GEM immediately continues with step 6. The example with the explanation how to copy the mask is described later on.

Step 6 – Ticket print

The agent can do the last check before new ticket is issued by clicking on “**check**”.



When checked, the agent can issue new ticket together with EMD if “**Print selected tickets**” option is marked or to choose the option “**Store the fare and start over**” and issue ticket(s) later using >TKP< entry.

The agent is able to add **optional print modifiers** like DTD / DID / DAD / DTDID / DTDAD etc. in **PRINT COMMAND** box.

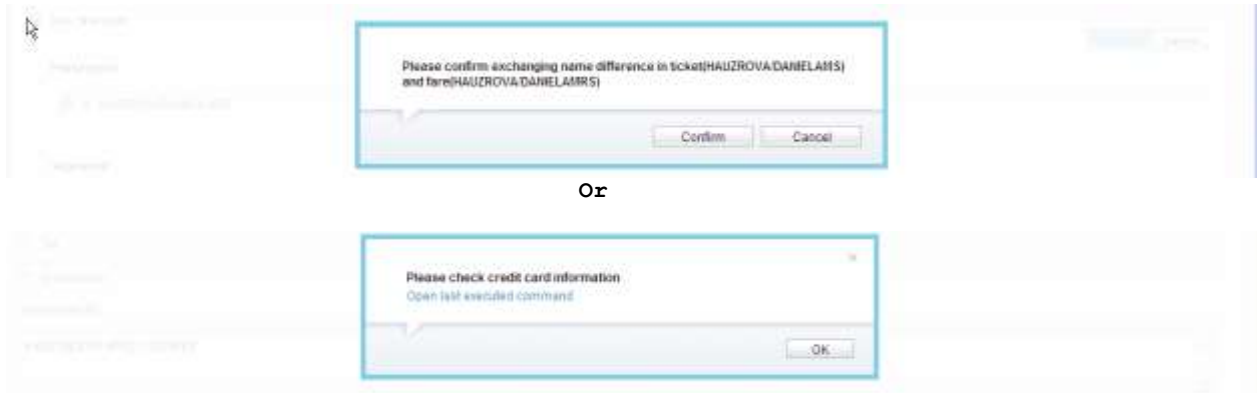
This field can also be used for ticket modifiers e.g. in case of net remit (NF / NR etc.) – the whole example has been added to GEM Used Guide – page 81.

!!! To “Store the fare and start over” is not recommended in case of penalty collected on EMD because then EMD will not be issued automatically with the new ticket but must be issued manually by the agent using the entry: EMDI/IC.....

When selected, press “Next” button located lower left and new ticket together with EMD is issued.



Such or similar message is displayed in case that GEM needs to add or correct some additional information.



With the GEM development the layout of some fields can be changed but the functionality remains the same.

See specific examples of correct application in next chapter:

EXCHANGE/REISSUE SCENARIOS

Reissue after departure

Step 1. Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input type="text"/>	(Custom ticket number)			
<input checked="" type="checkbox"/> 2202280482903	27SEP12	VODAK/MARTIN MR	<input checked="" type="checkbox"/> OPEN PEK → MUC / 20NOV / LH 723 <input checked="" type="checkbox"/> OPEN MUC → PRG / 16NOV / LH 1696	NO ADC
<input type="checkbox"/> 2202280455698	31AUG12	VODAK/MARTIN MR	<input type="checkbox"/> USED	29814CZK

SEGMENT

- ☒ 1. Flown segment
- ☒ 2. Flown segment
- ☒ 3. PEK → MUC / 20NOV / LH 723 / U
- ☒ 4. MUC → PRG / 20NOV / LH 1696 / U

Calculation type

- ☐ Before departure (FQ)
- ☒ After departure (FQ.T) ←
- ☐ FQ with options FQ/P1/S1.2.3.4/
- ☐ FQ.H

Fare calculation date

Additional options

ACCOUNT CODE PTC CURRENCY

Flown sectors must be always marked due to pricing of the entire journey.

Original ticket issuance date – can be changed if necessary.

When already flown segment is not marked by the agent, which is not the correct procedure, GEM returns warning message see example below:

Original ticket - partly used - segment MOWPRG already flown:

TKT: 064 4869 666554 NAME: KARAVAEV/VIACHESLAVMR
 ISSUED: 24JUN14 FOP: INVOICE
 PSEUDO: 5C0L PLATING CARRIER: OK ISO: CZ IATA: 15200054
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
USED OK 4903 Q 27JUN SVOPRG 1125 OK QSTD RU 1
 NVB27JUN NVA27JUN
OPEN OK 894 Q 06OCT PRGSVO 1150 OK QSTD RU 2
 NVB06OCT NVA06OCT
 FARE EUR 229.00 TAX 583CZ TAX 390RI TAX 2099XT
 TOTAL CZK 9482
 EQUIV CZK 6410
 FARE RESTRICTIONS APPLY
 MOW OK PRG 158.04 OK MOW 158.04 NUC316.08END ROE0.7
 24488 XT 139UH1960YQ
 RLOC 1G MNPFFU 1A 8CFGIP

Changed PNR:

MNPFFU/IO OSROU 5C0LIO AG 15200054 23JUN
 1.1KARAVAEV/VIACHESLAVMR
 2. OK 894 Q 06OCT PRGSVO HK1 1150 1625 O* E MO
 3. ARNK
 4. OK 894 Q 10OCT PRGSVO HK1 1150 1625 O* E FR ← new segment

SELECT FARE QUOTE

☒ New fare quote

FQ calculation

Involuntary rebooking

Involuntary rerouting

HFF quote

Manual

Passengers

☒ 1. KARAVAEV/VIACHESLAV MR

Segments (select all segments)

SEGMENT	FARE BASIS
<input type="checkbox"/> 1. FLOWN HK1 SVO → PRG / 27JUN / OK 4903 / Q	
<input type="checkbox"/> 2. ACTIVE HK1 PRG → SVO / 06OCT / OK 894 / Q	
<input checked="" type="checkbox"/> 4. ACTIVE HK1 PRG → SVO / 10OCT / OK 894 / Q	

Calculation type

☐ Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.

☒ After departure (FQ.T)

☐ FQ with options FQ/P1/S4/

☐ FQ.H

Already flown segment is not ticked.

Following warning message is returned by GEM:

Calculation type

☐ Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.

☒ After departure (FQ.T)

☐ FQ with options FQ/P1/S1.4/

☐ FQ.H

You have not selected FLOWN segments in your booking. It may affect Past Date Fare Quote process. You can get back and select FLOWN segments or proceed without changes.

Get back

Proceed

The agent is able to go back (Get back) and mark flown segment(s) correctly or to continue (Proceed) because it was his/her intent.

SEGMENT

FARE BASIS

<input checked="" type="checkbox"/> 1. FLOWN HK1 SVO → PRG / 27JUN / OK 4903 / Q	
<input type="checkbox"/> 2. ACTIVE HK1 PRG → SVO / 06OCT / OK 894 / Q	
<input checked="" type="checkbox"/> 4. ACTIVE HK1 PRG → SVO / 10OCT / OK 894 / Q	

Calculation type

☐ Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.

☒ After departure (FQ.T)

☐ FQ with options FQ/P1/S1.4/

☐ FQ.H

Fare calculation date

24JUN14

Reissue after departure, upgrade of already flown sectors – FQ with option:

Step 1. Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input type="text"/>	(Custom ticket number)			
<input checked="" type="checkbox"/> 0572280507459	29OCT12	GOODALL/ANDREW MR	USED PRG → CDG / 20NOV / AF 1383 USED CDG → BOD / 20NOV / AF 7624 OPEN BOD → AMS / 24NOV / KL 1316 OPEN AMS → PRG / 24NOV / KL 1357	9584CZK

Original Fare basis of already flown sectors PRG-PAR-BOD was **ESR6CZ** which has to be upgraded to **TWKCZ** fare due to conditions of the appropriate Fare. In such a case "FQ with option" functionality should be selected and required Fare basis should be entered into the appropriate fields for each segment.

Segments (select all segments)

SEGMENT	MODIFIERS
<input checked="" type="checkbox"/> 1. Flown segment	TWKCZ
<input checked="" type="checkbox"/> 2. Flown segment	TWKCZ
<input type="checkbox"/> 3. BOD → AMS / 24NOV / KL 1316 / G	
<input type="checkbox"/> 4. AMS → PRG / 24NOV / KL 1357 / G	
<input checked="" type="checkbox"/> 5. BOD → AMS / 20NOV / KL 1316 / V	VSR6CZ
<input checked="" type="checkbox"/> 6. AMS → PRG / 24NOV / KL 1357 / V	VSR6CZ

Calculation type

☐ Before departure (FQ): If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.
 ☒ After departure (FQ.T)
 ☒ FQ with options: FQ.P1151@TWKCZ.2@TWKCZ.3@VSR6CZ.7@VSR6CZ.
 ☐ FQ.H

Fare calculation date

Penalty collected to the Fare in case of IT/BT ticket

Step 3:

As the private Fare cannot be modified by the agent (changes in Fare and/or Equivalent are not allowed), the Filed Fare mask must be manually built by GEM and **IT/BT box is ticked automatically**. This will ensure that the Fare, Equivalent and NUC amounts in the Fare calculation are not shown on the ticket but only as IT/BT. A penalty as Q surcharge is not shown in the Fare calculation as well. Therefore it is better to mention it in the endorsement box.

Step 3. Comission and penalties

PENALTY

☐ Absent
 ☐ EMD
 ☐ Tax
 ☒ Q-Surcharge

FARE

EUR 301.00

EQUIV

CZK 7824

FARE CALCULATION

PAR OK X/PRG OK MOW 156.80 OK X/PRG OK PAR 137.28 NUC294.08

ENDORSEMENT

FARE RESTRICTIONS APPLY LAST DATE - PENALTY COLLECTED

COMMISSION

Percents 0

TOUR CODE

ZZGLI3ZZ

IT/BT

☐ None
 ☐ IT
 ☒ BT

Private Fare with account code issued as BT – reissue after departure

Original ticket:

TKT: 176 3905 721128 NAME: KOUBA/JANMR
 ISSUED: 09APR13 FOP:INVOICE
 PSEUDO: 5C0L PLATING CARRIER: EK ISO: CZ IATA: 15200054
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 USED EK 0140 B 12APR PRGDXB 1600 OK BLE1YCZ1/GLI3 1
 USED EK 0658 B 13APR DXBMLE 0325 OK BLE1YCZ1/GLI3 2
 OPEN EK 0653 B 09JUL MLEDXB 2300 OK BLE1YCZ1/GLI3 3
 NVB15APR
 OPEN EK 0139 B 10JUL DXBPRG 0905 OK BLE1YCZ1/GLI3 4
 NVB15APR
 FARE BT TAX 565 CZ TAX 380 BQ TAX
 TOTAL BT
 NON-END/SKYWARDS SAVER WP/35932/DTE CHG FOC/CANX 40/NO
 SHOW CZK10280
 PRG EK X/DXB EK MLE Q39.10 M/BT EK X/DXB EK PRG Q39
 .10 M/BT END ROE19.6078
 TOUR CODE ZZGLI3ZZ
 RLOC 1G NF49SC EK FIETFF

Changed itinerary:

ZJGHFW/IO OSROU 5C0LIO AG 15200054 27MAY
 1.1KOUBA/JANMR
 3. EK 653 B 21AUG MLEDXB HK1 2300 #0200 O* E WE 3
 4. EK 139 B 22AUG DXBPRG HK1 0905 1325 O* E TH 3

Step 1. Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input type="radio"/> <input type="text"/>	(Custom ticket number)			
<input checked="" type="radio"/> 1763905721128	09APR13	KOUBA/JAN MR	<div>USED PRG → DXB / 12APR / EK 140</div> <div>USED DXB → MLE / 13APR / EK 658</div> <div>OPEN MLE → DXB / 09JUL / EK 653</div> <div>OPEN DXB → PRG / 10JUL / EK 139</div>	BT

GEM EXCHANGE AGREEMENT

☒ I confirm I have checked all Fares and Fare rules applied to the original ticket – Category 16.

Segments (select all segments)

SEGMENT	MODIFIERS
<input checked="" type="checkbox"/> 1. FLOWN PRG → DXB / 12APR / EK 140 / B	<input type="text"/>
<input checked="" type="checkbox"/> 2. FLOWN DXB → MLE / 13APR / EK 658 / B	<input type="text"/>
<input checked="" type="checkbox"/> 3. ACTIVE MLE → DXB / 21AUG / EK 653 / B	<input type="text"/>
<input checked="" type="checkbox"/> 4. ACTIVE DXB → PRG / 22AUG / EK 139 / B	<input type="text"/>

Calculation type

☐ Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.

☒ After departure (FQ.T)

☐ FQ with options FQ/P1/S1.2.3.4/

☐ FQ.H

Fare calculation date

Additional options

ACCOUNT CODE	PTC	CURRENCY
<input type="text" value="GLI3"/>	<input type="text"/>	<input type="text"/>

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	565	565	<input type="text" value="0"/>
BQ	380	380	<input type="text" value="0"/>
FARE	<input style="border: 2px solid red;" type="text" value="?"/>	<input style="border: 2px solid red;" type="text" value="21783"/>	NaN
Total:			NaN

☒ Automatic calculation may be inaccurate. We recommend you to [check](#) it manually.

GEM is not able to read the Fare and the Equivalent from the original ticket because of IT/BT and therefore the Fare, respectively Equivalent must be added by the agent manually.

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	565	565	0
BQ	380	380	0
FARE	21783	21783	0
Total:			0

☒ Automatic calculation may be inaccurate. We recommend you to [check](#) it manually.

Ticket
OPEN EK 0139 B 10JUL DXBPRG 0905 OK BLE1YCZ1/GLI3 NVB15APR
FARE BT TAX 565 CZ TAX 380 BQ TAX
TOTAL BT
NON-END/SKYWARDS SAVER WP/35932/DTE CHG FOC/CANX
SHOW CZK10280
PRG EK X/DXB EK MLE Q39.10 M/BT EK X/DXB EK PRG Q39
.10 M/BT END ROE19.6078
TOUR CODE ZZGLI3ZZ
BTOK 1G NT49SC EK F1ETEE

Fare
FQ1 - S3-4 AP 27MAY13 3
>FQ/S1.2.3.4/P1/.H09APR13/CEK-GLI3
*** NET TICKET DATA EXISTS *** >*NTD1.
P1 KOUBA/JANMR ADT M CZK 22
PRG EK X/DXB EK MLE Q39.10 516.35 EK X/DXB EK PRG Q39.10 5
5 NUC1110.90END ROE19.6078
FARE CZK21783 TAX 565CZ TAX 380BQ TOT CZK22728
***ADDITIONAL FEES MAY APPLY*SEE>FO1.
S3 FB-BLE1YCZ1/GLI3
BG-30K NB-15APR
S4 FB-BLE1YCZ1/GLI3
RG-30K NR-15APR

Step 3. Commission and penalties

PENALTY

☒ Absent

☐ EMD

☐ Tax

☐ Q-Surcharge

ENDORSEMENT

NON-END/SKYWARDS SAVER WP 35932/DTE CHG FOC/CANX CZK 5140/NO SHOW CZK10280

COMMISSION **TOUR CODE** **IT/BT**

Percents 0 ZZGLI3ZZ ☐ None ☐ IT ☒ BT

The Tour code is automatically added if filed by the carrier together with the private Fare.

Please confirm that you want to set BT modifier to this fare.

Confirm Cancel

The same is valid for commission. If private Fare is filed as IT/BT, IT or BT field will be marked automatically.



Step 4. Exchange mask

TICKET NUMBER*	THRU	COUPON NUMBERS*
17639057211285	<input type="radio"/> Yes <input checked="" type="radio"/> No	02

COUPONS FOR TICKETS*

TICKET 1	TICKET 2	TICKET 3	TICKET 4
34			

PD TAXES

TICKET 1		TICKET 2		TICKET 3		TICKET 4	
565	CZ	380	BQ				

TTL VALUE* CZK21783

ORIGINAL FOP* INVOICE

Fields marked with asterisk (*) are required.

Steps 5 and 6 in this example would be completed as described in previous cases.

New ticket:

TKT: 176 3905 789359 NAME: KOUBA/JANMR
 ISSUED: 28MAY13 FOP:MISC
 PSEUDO: 5C0L PLATING CARRIER: EK ISO: CZ IATA: 15200054
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 OPEN EK 0653 B 21AUG MLEDXB 2300 OK BLE1YCZ1/GLI3 1
 NVB15APR
 OPEN EK 0139 B 22AUG DXBPRG 0905 OK BLE1YCZ1/GLI3 2
 NVB15APR
 FARE **BT** TAX 565 CZ TAX 380 BQ TAX
 TOTAL **BT**
 NON-END/SKYWARDS SAVER/WP 35932/DTE CHG FOC/CANX/CZK 5140/NO
 SHOW CZK10280

PRG EK X/DXB EK MLE Q39.10 **M/BT** EK X/DXB EK PRG Q39
 .10 **M/BT** END ROE19.6078

TOUR CODE ZZGLI3ZZ

EXCHANGED FOR: 1763905721128
 ORIGINAL ISSUE: 1763905721128PRG09APR1315200054
 RLOC 1G ZJGHFW EK FIETFF

Reissue with Fare copy functionality

Filed Fare and Exchange mask can be copied for next passengers having the same PTC

Original tickets - 2 adult passengers - same Fare and same PTC:

TKT: 064 9901 828825 NAME: PREJZKOVA/ELISKAMISS
 ISSUED: 18APR13 FOP:CASH
 PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992

USE	CR	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	FARE	CPN
OPEN	OK	190	S	10AUG	PRGICN	1255	OK	SLPROEU1		1
								NVB10AUG	NVA10AUG	
ARPT	KE	701	T	11AUG	ICNNRT	0910	OK	SLPROEU1		2
								NVB11AUG	NVA11AUG	
ARPT	KE	706	T	25AUG	NRTICN	0925	OK	SLPROEU1		3
								NVB25AUG	NVA25AUG	
OPEN	OK	191	S	25AUG	ICNPRG	1245	OK	SLPROEU1		4
								NVB25AUG	NVA25AUG	

FARE CZK 13000 TAX 565 CZ TAX 358 BP TAX 4361 XT
 TOTAL CZK 18284
 FARE RESTRICTIONS APPLY
 PRG OK X/SEL KE TYO 331.50 KE X/SEL OK PRG 331.50 N
 UC663.00END ROE19.6078 XT 102OI415SW3844YQ
 RLOC 1G XLZMX8 1A 2NNQZM

TKT: 064 9901 828826 NAME: STEFANOVA/BARBORAMISS
 ISSUED: 18APR13 FOP:CASH
 PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992

USE	CR	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	FARE	CPN
OPEN	OK	190	S	10AUG	PRGICN	1255	OK	SLPROEU1		1
								NVB10AUG	NVA10AUG	
ARPT	KE	701	T	11AUG	ICNNRT	0910	OK	SLPROEU1		2
								NVB11AUG	NVA11AUG	
ARPT	KE	706	T	25AUG	NRTICN	0925	OK	SLPROEU1		3
								NVB25AUG	NVA25AUG	
OPEN	OK	191	S	25AUG	ICNPRG	1245	OK	SLPROEU1		4
								NVB25AUG	NVA25AUG	

FARE CZK 13000 TAX 565 CZ TAX 358 BP TAX 4361 XT
 TOTAL CZK 18284
 FARE RESTRICTIONS APPLY
 PRG OK X/SEL KE TYO 331.50 KE X/SEL OK PRG 331.50 N
 UC663.00END ROE19.6078 XT 102OI415SW3844YQ
 RLOC 1G XLZMX8 1A 2NNQZM

Changed itinerary:

XLZMX8/28 BRQNT MTRG128 AG 99999992 18APR
 1.1PREJZKOVA/ELISKAMISS 2.1STEFANOVA/BARBORAMISS

1.	OK	190	U	10SEP	PRGICN	HK2	1830	#1115	O	E TU
2.	KE	707	T	11SEP	ICNNRT	HK2	1705	1930	O	E WE
3.	KE	720	T	27SEP	HNDICN	HK2	0610	0835	O	E FR
4.	OK	4191	X	27SEP	ICNPRG	HK2	1245	1650	O	E FR

The mask for the first passenger should to be prepared as usual:

Step 1:

Step 1. Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input type="radio"/> <input type="text" value=""/>	(Custom ticket number)			
<input checked="" type="radio"/> 0649901828825	18APR13	PREJZKOVA/ELISKA MISS	<div>OPEN PRG → ICN / 10AUG / OK 190</div> <div>ARPT ICN → NRT / 11AUG / KE 701</div> <div>ARPT NRT → ICN / 25AUG / KE 706</div> <div>OPEN ICN → PRG / 25AUG / OK 191</div>	18284CZK
<input type="radio"/> 0649901828826	18APR13	STEFANOVA/BARBORA MISS	<div>OPEN PRG → ICN / 10AUG / OK 190</div> <div>ARPT ICN → NRT / 11AUG / KE 701</div> <div>ARPT NRT → ICN / 25AUG / KE 706</div> <div>OPEN ICN → PRG / 25AUG / OK 191</div>	18284CZK

GEM EXCHANGE AGREEMENT

☒ I confirm I have checked all Fares and Fare rules applied to the original ticket – Category 16.

Step 2:

Step 2. Fare calculation

SELECT FARE QUOTE

☒ New fare quote

☒ FQ calculation
 ☐ Involuntary rebooking
 ☐ Involuntary rerouting
 ☐ HFF quote
 ☐ Manual

Passengers

☒ 1. PREJZKOVA/ELISKA MISS
☐ 2. STEFANOVA/BARBORA MISS

Segments (select all segments)

SEGMENT

☒ 1. ACTIVE PRG → ICN / 10SEP / OK 190 / U
☒ 2. ACTIVE ICN → NRT / 11SEP / KE 1 / T
☒ 3. ACTIVE HND → ICN / 27SEP / KE 720 / T
☒ 4. ACTIVE ICN → PRG / 27SEP / OK 4191 / X

Calculation type

☒ Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.
☐ After departure (FQ.T)

TAX TYPE	TICKET VALUE	CARE VALUE	ADDITIONAL COLLECTION
EZ	380	380	0
BP	380	380	0
DI	100	0	0
SW	410	410	0
YQ	3844	3844	1010
FARE	13000	22400	9400
TOTAL			13950

☐ Automatic calculation may be inaccurate. We recommend you to [check](#) it manually.

Step 3:

Step 3. Commission and penalties

PENALTY

☐ Absent

☐ EMD

☒ Tax

TAX TYPE	VALUE
1. DU	2000
2.	0

☐ Q-Surcharge

ENDORSEMENT

FARE RESTRICTIONS APPLY

COMMISSION **TOUR CODE** **IT/ST**

Percents ☒ None ☐ IT ☐ BT

Step 4:

Step 4. Exchange mask

TICKET NUMBER: ☐ Yes ☒ No

COUPON FOR TICKETS

TICKET 1	TICKET 2	TICKET 3	TICKET 4
1234			
980 EZ	980 BP	122 DI	410 SW
3844 YQ			

TTL VALUE **ORIGINAL FUP**

C20:0000

Fields marked with asterisk (*) are required.

At this step the agent can copy already stored File Fare and Exchange mask created for the first passenger to other passengers having the same Fare and PTC (passenger type code - ADT/CNN/YTH etc.). It is necessary only to select correct passenger type and his ticket. If you don't need to use this functionality, you can just skip this step (press Next button) and continue to step 6.

Step 5: Fare copying

Please check passengers and select corresponding tickets, or skip this step by pressing "Next" button

Fare data to be copied from:

PASSENGER	PASSENGER TYPE	TICKET	TOTAL
PREJONWELGKORGE	ADT	064001020010	\$2400.00

Copying targets:

PASSENGER	PASSENGER TYPE	TICKET
2. STEFANUVA BARBORA MISS	ADT - Adult	064001020020 / STEFANUVA BARBORA MISS / PRG → ICN → MEX → ICN → PRG

All tickets can be exchanged just now or Filed Fare and Exchange mask for each passenger can be stored in the PNR and exchanged later.

Step 5: Ticket print

Exchange process completed. You can print your tickets now or show the fare only and start over the [SCRIPTS](#) process (for passengers).

Print selected tickets:

FLIGHT NUMBER	FARE BASIS	ORIGINAL TICKET ID	ISS TYPE	TICKET NUMBER
<input type="checkbox"/> 04400100000	PR0(LINCAVE)00A000	13070 CEN	TAR	00000
<input checked="" type="checkbox"/> 04400200000	ST01RENYA000000000	13070 CEN	TAR	00000

Print tickets

PDF

☐ Show the fares and start over

☒ I confirm the additional collection amounts in the table above

Involuntary rebooking/rerouting after departure

Original ticket:

TKT: 037 9473 665057-058 NAME: HAVLIN/VACLAVMR
 ISSUED: 02JUL12 FOP:CASH
 PSEUDO: 5C0L PLATING CARRIER: US ISO: CZ IATA: 15200054
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 USED LO 381 S 26JUL WAWFRA 0630 OK WHNCPLLW NVA26JUL 1
 USED US 703 W 26JUL FRAORD 1310 OK WHNCPLLW NVA26JUL 2
 SUSP US 7537 W 26JUL ORDDTW 2130 OK WHNCPLLW NVA26JUL 3
 OPEN US 1463 W 16JAN DTWPHL 1130 OK WHNCPLLW NVA26JUL 4
 NVB16JAN NVA16JAN
 ----058----
 OPEN US 700 W 16JAN PHLFRA 1630 OK WHNCPLLW NVA16JAN 1
 ARPT LO 0382 S 17JAN FRAWAW 0915 OK WHNCPLLW NVA17JAN 2
 NVB17JAN NVA17JAN
 FARE PLN 2715.00 TAX 5 ND TAX 372 XW TAX 3946 XT
 TOTAL CZK 21146
 EQUIV CZK 16823
 NO RFND/CHANGE FEE APPLIES
 WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PH
 L US X/FRA Q79.88 LO WAW M310.30 NUC780.36END ROE3.
 47879 XT 338DE1014RA159AY704US106XA148XY116YC1266YQ
 95XF PHL4.5
 RLOC 1G N444F4 US E6VLRP

Changed itinerary:

3HF9- STELLA TRAVEL BRQ
 N444F4/LK OSROU 3HF9LK AG 99999992 02JUL
 1. HAVLIN/VACLAVMR
 4. US 1463 W 16JAN DTWPHL HK1 1130 1306 O* WE
 5. US 728 W 16JAN PHLFRA HK1 1625 #0615 O* E WE ←
 6. LO 382 S 17JAN FRAWAW HK1 0915 1100 O* E TH

Step 1. Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input type="text"/>	(Custom ticket number)			
<input checked="" type="checkbox"/> 0379473665057-058	02JUL12	HAVLIN/VACLAV MR	<div>USED WAW → FRA / 26JUL / LO 381</div> <div>USED FRA → ORD / 26JUL / US 703</div> <div>SUSP ORD → DTW / 26JUL / US 7537</div> <div>OPEN DTW → PHL / 16JAN / US 1463</div> <div>OPEN PHL → FRA / 16JAN / US 700</div> <div>ARPT FRA → WAW / 17JAN / LO 382</div>	21146CZK

GEM EXCHANGE AGREEMENT

☒ I confirm I have checked all Fares and Fare rules applied to the original ticket – Category 16.

We can try to use "Involuntary rebooking" tab because it is only flight change and is done in the same booking class. But "Involuntary rebooking" tab is based on FQ calculation and not always is working for involuntary rerouting.

New fare quote

Note: Please take into account this tab is used for Involuntary Rebooking with the same RBD.

Passengers

1. HAVLIN/VACLAV MR

Segments (select all segments)

SEGMENT

☒ 1. Flown segment
☒ 2. Flown segment
☒ 3. Flown segment
☒ 4. DTW → PHL / 16JAN / US 1463 / W
☒ 5. PHL → FRA / 16JAN / US 700 / W
☒ 6. FRA → WAW / 17JAN / LO 382 / S

Fare calculation date

02JUL12

☒ 4. DTW → PHL / 16JAN / US 1463 / W
☒ 5. PHL → FRA / 16JAN / US 700 / W
☒ 6. FRA → WAW / 17JAN / LO 382 / S

Fare calculation date

02JUL12

Additional options

ACCOUNT CODE

Calculate

NO VALID FARE FOR INPUT CRITERIA

Open last executed command

```
FQT/S1.2.3.4.5.6/P1/.H02JUL12/CUS
```

NO VALID FARE FOR INPUT CRITERIA

>

OK

In this case FQ with past date is not able to recover the original Fare and therefore the agent can use **"involuntary rerouting"** tab which creates Filed Fare manually based on *HFF (filed Fare history).

SELECT FARE QUOTE

New fare quote

Passengers

1. HAVLIN/VACLAV MR

Segments (select all segments)

	FAREBASIS/TD	NVB	NVA	BG	X	HFF SEG #
<input type="checkbox"/> 1. Flown segment	WHNCPLLW	26JUL13	26JUL13	1PC	O	
<input type="checkbox"/> 2. Flown segment	WHNCPLLW	26JUL13	26JUL13	1PC	O	
<input type="checkbox"/> 3. Flown segment	WHNCPLLW	26JUL13	26JUL13	1PC	O	
<input type="checkbox"/> 4. DTW → PHL / 16JAN / US 1463 / W	WHNCPLLW	16JAN13	16JAN13	1PC	O	4
<input type="checkbox"/> 5. PHL → FRA / 16JAN / US 700 / W	WHNCPLLW	16JAN13	16JAN13	1PC	O	5
<input type="checkbox"/> 6. FRA → WAW / 17JAN / LO 382 / S	WHNCPLLW	17JAN13	17JAN13	1PC		6

Manual mask is automatically updated with the data taken from Filed Fare History.

Segments (select all segments)

	FAREBASIS/TD	NVB	NVA	BG	X	HFF SEG #
<input type="checkbox"/> 1. Flown segment	WHNCPLLW	26JUL13	26JUL13	1PC	O	
<input type="checkbox"/> 2. Flown segment	WHNCPLLW	26JUL13	26JUL13	1PC	O	
<input type="checkbox"/> 3. Flown segment	WHNCPLLW	26JUL13	26JUL13	1PC	O	
<input checked="" type="checkbox"/> 4. DTW → PHL / 16JAN / US 1463 / W	WHNCPLLW	16JAN13	16JAN13	1PC	X	4
<input checked="" type="checkbox"/> 5. PHL → FRA / 16JAN / US 700 / W	WHNCPLLW	16JAN13	16JAN13	1PC	X	5
<input checked="" type="checkbox"/> 6. FRA → WAW / 17JAN / LO 382 / S	WHNCPLLW	17JAN13	17JAN13	1PC		6

Taxes

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. 5 / ND	2. 372 / XW	3. 338 / DE	4. 1014 / RA
5. 159 / AY	6. 704 / US	7. 106 / XA	8. 95 / XF
9. 148 / XY	10. 116 / YC	11. 1266 / YQ	12. /
13. /	14. /	15. /	16. /
17. /	18. /	19. /	20. /

Only new segments should be marked because no recalculation is done. No stopover indicator "X" should be entered in the last column on the right side.

XF taxes

VALUE / CITY	VALUE / CITY	VALUE / CITY	VALUE / CITY
1. 4.5 / PHL	2. /	3. /	4. /
5. /	6. /	7. /	8. /

Calculation details

FARE	EQUIV	TOTAL	ROE
PLN 2715.00	CZK 16823	CZK 21146	

Additional information


Endorsement:

NO RFND/CHANGE FEE APPLIES

Fare construction:

Please check your HFF fare quote

Exceptionally Fare calculation and ROE must be added manually. It can be copied from the ticket displayed under the manual mask below:

FARE	EQUIV	TOTAL	ROE
PLN 2715.00	CZK 16823	CZK 21146	3.47879 

Additional information

Endorsement:
 INVOLUNTARY REISSUE DUE TO SCHEDULE CHANGE - NO RFND/CHANGE FEE APPLIES

Fare construction:
 WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PHL US X/FRA Q79.88 LO WAW M310.30 NUC780.36

Please check your HFF fare quote

Ticket

TOTAL CZK 21146
 EQUIV CZK 16823
 NO RFND/CHANGE FEE APPLIES

WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PH
 L US X/FRA Q79.88 LO WAW M310.30 NUC780.36END ROE3.
 47879 XT 338DE1014RA159AY704US106XA148XY116YC1266YQ
 95XF PHL4.5

Fare

FQ1 - S1-6 AP 02JUN
 P1 HAVLIN/VACLAVMR ADT G E 0379473665057-05
 XF 95PHL 4.5

FARE PLN2715.00 EQU CZK16823 TAX 5ND TAX 372XW TAX 33
 TAX 1014RA TAX 159AY TAX 704US TAX 106XA TAX 95XF TAX
 TAX 116YC TAX 1266YQ TOT CZK21146

S1 FB-WHNCPLLW

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
ND	5	5	0
XW	372	372	0
DE	338	338	0
RA	1014	1014	0
AY	159	159	0
US	704	704	0
XA	106	106	0
XY	148	148	0
YC	116	116	0
YQ	1266	1266	0
XF	95	95	0
FARE	2715.00	2715.00	—
EQUIV	16823	16823	0
Total:			0

☒ Automatic calculation may be inaccurate. We recommend you to [check](#) it manually.

Ticket	Fare
<p>WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PHL US X/PHL 47879 XT 338DE1014RA159AY704US106XA148XY116YC1266YQ 95XF PHL4.6</p> <p>FARE PLN 2715.00 TAX 5 ND TAX 372 XW TAX 3946 XT</p> <p>TOTAL CZK 21146</p> <p>EQUIV CZK 16823</p> <p>NO RFND/CHANGE FEE APPLIES</p>	<p>WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PHL US X/PHL 47879 XT 338DE1014RA159AY704US106XA148XY116YC1266YQ 95XF PHL4.6</p> <p>FARE PLN 2715.00 EQU CZK16823 TAX 5ND TAX 372XW TAX 338DE1014RA TAX 159AY TAX 704US TAX 106XA TAX 95XF TAX 14879 XT 116YC TAX 1266YQ TOT CZK21146</p> <p>***ADDITIONAL FEES MAY APPLY*SEE>F01*</p> <p>S4 FB-WHNCPLLW B-1PC NB-16JAN NA-16JAN</p> <p>S5 FB-WHNCPLLW B-1PC NB-16JAN NA-16JAN</p> <p>S6 FB-WHNCPLLW B-1PC NB-17JAN NA-17JAN</p> <p>INVOLUNTARY REISSUE DUE TO SCHEDULE CHANGE - NO RFND-CHANGE APPLIES</p> <p>T P01/S4-6/EI/CUS</p>

Step 3. Commission and penalties

PENALTY

☒ Absent

☐ EMD

☐ Tax

☐ Q-Surcharge

ENDORSEMENT

INVOLUNTARY REROUTING DUE TO AF158 20SEP CCLD - NON ENDO- FARE RSTR COULD APPLY

COMMISSION **TOUR CODE** **IT/BT**

Percents 0

☒ None ☐ IT ☐ BT

Step 4. Exchange mask

TICKET NUMBER* **THRU** **COUPON NUMBERS***

03794736650574 ☒ Yes ☐ No 03

COUPONS FOR TICKETS

TICKET 1*	TICKET 2	TICKET 3	TICKET 4
4	12		

PD TAXES

5	ND	372	XW	338	DE	1014	RA
159	AY	704	US	106	XA	1625	XT

TTL VALUE* **ORIGINAL FOP***

CZK16823 S

Fields marked with asterisk (*) are required.

Steps 5 and 6 in this example would be completed as described in previous cases.

New ticket:

TKT: 037 2280 536194 NAME: HAVLIN/VACLAVMR
 ISSUED: 29NOV12 FOP:CASH
 PSEUDO: 5C0L PLATING CARRIER: US ISO: CZ IATA: 15200054

USE	CR	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	FARE	CPN
OPEN	US	1463	W	16JAN	DTWPHL	1130	OK	WHNCPLLW		1
								NVB16JAN	NVA16JAN	
OPEN	US	728	W	16JAN	PHLFRA	1625	OK	WHNCPLLW		2
								NVB16JAN	NVA16JAN	
ARPT	LO	382	S	17JAN	FRAWAW	0915	OK	WHNCPLLW		3
								NVB17JAN	NVA17JAN	

 FARE PLN 2715.00 TAX 5 ND TAX 372 XW TAX 3946 XT
 TOTAL CZK NO ADC
INVOLUNTARY REISSUE DUE TO
SCHEDULE CHANGE - NO
 RFND-CHANGE FEE APPLIES
 WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PH
 L US X/FRA Q79.88 LO WAW M310.30 NUC780.36END ROE3.
 47879 XT PD338DE PD1014RA PD159AY PD704US PD106XA P
 D1625XT
 EXCHANGED FOR: 0379473665057
 ORIGINAL ISSUE: 0379473665057PRG02JUL1215200054

Involuntary rerouting – 2 new segments instead of the original one

Original ticket:

TKT: 057 9901 730206 NAME: SZABOOVA/MICHAELAMISS
 ISSUED: 09NOV12 FOP:CASH
 PSEUDO: 79YE PLATING CARRIER: AF ISO: CZ IATA: 99999992
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
OPEN AF 5902 R 20FEB PRGLYS 1425 OK RSR3CZ/CH0 1 ←
 NVB20FEB NVA20FEB
 OPEN AZ 7851 O 01MAR LYSVCE 0855 OK OSPEU6CH 2
 NVB01MAR NVA01MAR
 OPEN AZ 7948 O 01MAR VCEPRG 1315 OK OSPEU6CH 3
 NVB01MAR NVA01MAR
 FARE CZK 1306 TAX 525 CZ TAX 362 FR TAX 1879 XT
 TOTAL CZK 4072
 REFUND/CHANGE RESTRICTIONS/APPLY AZ/AP ONLY
 PRG AF LYS 51.43 AZ X/VCE AZ PRG 15.44 NUC66.87END
 ROE19.5204 XT 26IZ236QX115HB18MJ1484YR
 RLOC 1G L4LWHY 1A ZKVJK5

Changed itinerary:

L4LWHY/28 BRQNT MTRG128 AG 99999992 08NOV
 1.1SZABO/MIROSLAVMR 2.1SZABOOVA/MICHAELAMISS*P-C08
 1. AF 1383 R 20FEB PRGCDG HK2 1010 1155 O* E WE 1 ←
 2. AF 7644 R 20FEB CDGLYS HK2 1320 1430 O* E WE 1 ←
 3. AZ 7851 O 01MAR LYSVCE HK2 0855 1015 O* E FR
 OPERATED BY AIR FRANCE
 4. AZ 7948 O 01MAR VCEPRG HK2 1315 1440 O* E FR
 OPERATED BY AIRONE SPA

Step 1. Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input type="text"/>	(Custom ticket number)			
<input type="radio"/> 0579901730205	09NOV12	SZABO/MIROSLAV MR	<div>OPEN PRG → LYS / 20FEB / AF 5902</div> <div>OPEN LYS → VCE / 01MAR / AZ 7851</div> <div>OPEN VCE → PRG / 01MAR / AZ 7948</div>	4220CZK
<input checked="" type="radio"/> 0579901730206	09NOV12	SZABOOVA/MICHAELA MISS	<div>OPEN PRG → LYS / 20FEB / AF 5902</div> <div>OPEN LYS → VCE / 01MAR / AZ 7851</div>	4072CZK

GEM EXCHANGE AGREEMENT

☒ I confirm I have checked all Fares and Fare rules applied to the original ticket – Category 16.

It is not possible to use “Involuntary rebooking” tab because 1 original sector will be changed to 2 new sectors. Therefore only “Involuntary rerouting” tab can be used. “Involuntary rerouting” option is based on Filed Fare History and manual mask is automatically updated but the agent needs to specify the segment from the original ticket to be used for each segment update of the new ticket.

In this case Fare basis, validity and baggage used for sector 1 (PRG-LYS) of the original ticket should be used for sector 1 and 2 of the new ticket (PRG-PAR-LYS). Fare basis, validity and baggage used for sector 2 (LYS-VCE) of the original ticket should be used for sector 3 of the new ticket and Fare basis, validity and baggage used for sector 3 (VCE-PRG) of the original ticket should be used for sector 4 of the new ticket.

Step 2. Fare calculation

SELECT FARE QUOTE

New fare quote

Passengers

- ☐ 1. SZABO/MIROSLAV MR
☒ 2. SZABOOVA/MICHAELA MISS

Segments (select all segments)

	FAREBASIS/TD	NVB	NVA	BG	X	HFF SEG #
<input type="checkbox"/> 1. PRG → CDG / 20FEB / AF 1383 / R	RSR3CZ	20FEB13	20FEB13	1PC	O	1
<input type="checkbox"/> 2. CDG → LYS / 20FEB / AF 7644 / R	OSPEU6	01MAR13	01MAR13	1PC	O	2
<input type="checkbox"/> 3. LYS → VCE / 01MAR / AZ 7851 / O	OSPEU6	01MAR13	01MAR13	1PC	O	3
<input type="checkbox"/> 4. VCE → PRG / 01MAR / AZ 7948 / O						4

HFF segments should be changed as follows:

Passengers

☐ 1. SZABO/MIROSLAV MR
☒ 2. SZABOOVA/MICHAELA MISS

Segments (select all segments)

	FAREBASIS/TD	NVB	NVA	BG	X	HFF SEG #
<input checked="" type="checkbox"/> 1. PRG → CDG / 20FEB / AF 1383 / R	RSR3CZ	20FEB13	20FEB13	1PC	X	1
<input checked="" type="checkbox"/> 2. CDG → LYS / 20FEB / AF 7644 / R	RSR3CZ	20FEB13	20FEB13	1PC	O	1
<input checked="" type="checkbox"/> 3. LYS → VCE / 01MAR / AZ 7851 / O	OSPEU6	01MAR13	01MAR13	1PC	X	2
<input checked="" type="checkbox"/> 4. VCE → PRG / 01MAR / AZ 7948 / O	OSPEU6	01MAR13	01MAR13	1PC		3

Taxes

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. 525 / CZ	2. 362 / FR	3. 26 / IZ	4. 236 / QX
5. 115 / HB	6. 18 / MJ	7. 1484 / YR	8. /

If from any reason some amount displayed by GEM is not the same as on the original ticket (the Fare in this case), the agent has the possibility to change it before pressing "Next" button.

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	525	525	0
FR	362	362	0
IZ	26	26	0
QX	236	236	0
HB	115	115	0
MJ	18	18	0
YR	1484	1484	0
FARE	1306	1454	148
Total:			148

☒ Automatic calculation may be inaccurate. We recommend you to check it manually.

Ticket

```

OPEN AZ 7948 O 01MAR VCEPRG 1315 OK OSPEU6CH
NVB01MAR NVA01MAR
NVB01MAR NVA01MAR
FARE CZK 1306 TAX 525 CZ TAX 362 FR TAX 1879 XT
TOTAL CZK 4072
REFUND/CHANGE RESTRICTIONS/APPLY AZ/AP ONLY
PRG AF LYS 51.43 AZ X/VCE AZ PRG 15.44 NUC66.87END
ROE19.5204 XT 26IZ236QX115HB18MJ1484YR
RLOC 1G L4LWHY 1A ZKVJKS

```

Fare

```

FB1 - S1-4 29NOV12
P2 SZABOOVA/MICHAELAMISS ADT B CZK 4
PRG AF LYS 51.43 AZ X/VCE AZ PRG 15.44 NUC66.87END ROE19.5
FARE CZK1454 TAX 525CZ TAX 362FR TAX 26IZ TAX 236QX TAX 11
TAX 18MJ TAX 1484YR TOT CZK4220
***ADDITIONAL FEES MAY APPLY*SEE*FO1*
S1 FB-RSR3CZ B-1PC NB-20FEB NA-20FEB
S2 FB-RSR3CZ B-1PC NB-20FEB NA-20FEB
S3 FB-OSPEU6 B-1PC NB-01MAR NA-01MAR
S4 FB-OSPEU6 B-1PC NB-01MAR NA-01MAR
INVOLUNTARY REROUTING DUE TO AF6902 20FEB CCLD - REFUND-CH
RESTRICTIONS APPLY 27-28 ONLY

```

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	525	525	0
FR	362	362	0
IZ	26	26	0
QX	236	236	0
HB	115	115	0
MJ	18	18	0
YR	1484	1484	0
FARE	1306	1306	0
Total:			0

Step 3. Comission and penalties

PENALTY

☒ Absent

☐ EMD

☐ Tax

☐ Q-Surcharge

ENDORSEMENT

INVOLUNTARY REROUTING DUE TO AF158 20SEP CCLD - NON ENDO- FARE RSTR COULD APPLY

COMMISSION **TOUR CODE** **IT/BT**

Percents 0 ☒ None ☐ IT ☐ BT

Steps 4-6 in this example would be completed as described in previous cases.

New ticket:

TKT: 057 9901 730377 NAME: SZABOOVA/MICHAELAMISS
 ISSUED: 29NOV12 FOP:CASH
 PSEUDO: 79YE PLATING CARRIER: AF ISO: CZ IATA: 99999992

USE	CR	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	FARE	CPN
OPEN	AF	1383	R	20FEB	PRGCDG	1010	OK	RSR3CZ		1
									NVB20FEB NVA20FEB	
OPEN	AF	7644	R	20FEB	CDGLYS	1320	OK	RSR3CZ		2
									NVB20FEB NVA20FEB	
OPEN	AZ	7851	O	01MAR	LYSVCE	0855	OK	OSPEU6		3
									NVB01MAR NVA01MAR	
OPEN	AZ	7948	O	01MAR	VCEPRG	1315	OK	OSPEU6		4
									NVB01MAR NVA01MAR	

FARE CZK 1306 TAX 525 CZ TAX 362 FR TAX 1879 XT
 TOTAL NO ADC
 INVOLUNTARY REROUTING DUE TO/AF6902 20FEB CCLD -/REFUND-CHANG
 E RESTRICTIONS

PRG AF LYS 51.43 AZ X/VCE AZ PRG 15.44 NUC66.87END
ROE19.5204 XT PD26IZ PD236QX PD115HB PD18MJ PD1484YR
 EXCHANGED FOR: 0579901730206
 ORIGINAL ISSUE: 0579901730206PRG09NOV1299999992
 RLOC 1G L4LWHY 1A ZKVJK5

Involuntary rerouting – manual mask

Original ticket:

TKT: 157 9901 730220-221 NAME: NACHAZELOVA/HANAMRS
 CC: AX3739000000000000
 ISSUED: 13NOV12 FOP:AX3739000000000000-123456
 PSEUDO: 79YE PLATING CARRIER: QR ISO: CZ IATA: 99999992
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 ARPT LH 1395 W 10APR PRGFRA 1210 OK HHEE3MCZ 1
 NVB10APR NVA10APR
 OPEN QR 26 H 10APR FRADOH 1530 OK HHEE3MCZ 2
 NVB10APR NVA10APR
 OPEN QR 610 H 11APR DOHBKK 0805 OK HHEE3MCZ 3
 NVB11APR NVA11APR
 OPEN QR 609 H 16APR BKKDOH 0240 OK HHEE3MCZ 4
 NVB16APR NVA16APR
 -----221-----
 OPEN QR 21 H 17APR DOHCDG 0145 OK HHEE3MCZ 1
 NVB17APR NVA17APR
 ARPT OK 759 Q 17APR CDGPRG 0950 OK HHEE3MCZ 2
 NVB17APR NVA17APR
 FARE CZK 12500 TAX 565 CZ TAX 515 RA TAX 6865 XT
 TOTAL CZK 20445
 NON END/VALID ON QR/OAL ONLY
 PRG LH X/FRA QR X/DOH QR BKK 320.17 QR X/DOH QR X/P
 AR OK PRG 320.17 NUC640.34END ROE19.5204 XT 99PZ436
 TS411FR173QX5746YQ

Changed itinerary done in new PNR:

1.1NACHAZELOVA/HANAMRS
 1. LH 1689 W 10APR PRGMUC HK1 0935 1025 O* E WE
 2. QR 10 H 10APR MUCDOH HK1 1210 1850 O* E WE 1
 3. QR 612 H 10APR DOHBKK HK1 2055 #0745 O* E WE 1
 4. QR 617 Q 17APR BKKDOH HK1 2030 2320 O* E WE 2
 5. QR 97 Q 18APR DOHCPH HK1 0210 0740 O* E TH 2
 6. OK 505 X 18APR CPHPRG HK1 0900 1020 O* E TH

Step 1. Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input checked="" type="radio"/> 1579901730220 (Custom ticket number)				

GEM EXCHANGE AGREEMENT

☒ I confirm I have checked all Fares and Fare rules applied to the original ticket – Category 16.

It is not possible to use "Involuntary rerouting" or "HFF quote" tab because there is no Filed Fare History when quite new PNR is used for exchange. Therefore "Manual mask" has to be used.

Step 2. Fare calculation

SELECT FARE QUOTE



New fare quote

FQ calculation

Involuntary rebooking

Involuntary rerouting

HFF quote

Manual

Calculate

SELECT FARE QUOTE



New fare quote

FQ calculation

Involuntary rebooking

Involuntary rerouting

HFF quote

Manual

Passengers

1. NACHAZELOVA/HANA MRS

Segments (select all segments)

	FAREBASIS/TD	INB	IVA	BG	X
<input type="checkbox"/> 1. PRG → MUC / 10APR / LH 1689 / W					0
<input type="checkbox"/> 2. MUC → DOH / 10APR / QR 10 / H					0
<input type="checkbox"/> 3. DOH → BKK / 10APR / QR 612 / H					0
<input type="checkbox"/> 4. BKK → DOH / 17APR / QR 617 / Q					0
<input type="checkbox"/> 5. DOH → CPH / 18APR / QR 97 / Q					0
<input type="checkbox"/> 6. CPH → PRG / 18APR / OK 505 / X					

Taxes

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. <input type="text"/> / <input type="text"/>	2. <input type="text"/> / <input type="text"/>	3. <input type="text"/> / <input type="text"/>	4. <input type="text"/> / <input type="text"/>
5. <input type="text"/> / <input type="text"/>	6. <input type="text"/> / <input type="text"/>	7. <input type="text"/> / <input type="text"/>	8. <input type="text"/> / <input type="text"/>

[More taxes](#)

Calculation details

FARE	EQUIV	TOTAL	ROE
<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/> <input type="text"/>	<input type="text"/>

Additional information

Endorsement:

Fare construction:

Manual mask with all ticketing data entered:

Segments

	FAREBASIS/TD	NVB	NVA	BG	X
<input checked="" type="checkbox"/> 1. PRG → MUC / 10APR / LH 1689 / W	HHEE3MCZ	10APR13	10APR13	1PC	X
<input checked="" type="checkbox"/> 2. MUC → DOH / 10APR / QR 10 / H	HHEE3MCZ	10APR13	10APR13	1PC	X
<input checked="" type="checkbox"/> 3. DOH → BKK / 10APR / QR 612 / H	HHEE3MCZ	10APR13	10APR13	1PC	O
<input checked="" type="checkbox"/> 4. BKK → DOH / 17APR / QR 617 / Q	HHEE3MCZ	17APR13	17APR13	1PC	X
<input checked="" type="checkbox"/> 5. DOH → CPH / 18APR / QR 97 / Q	HHEE3MCZ	18APR13	18APR13	1PC	X
<input checked="" type="checkbox"/> 6. CPH → PRG / 18APR / OK 505 / X	HHEE3MCZ	18APR13	18APR13	1PC	

Taxes

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. 565 / CZ	2. 515 / RA	3. 99 / PZ	4. 436 / TS
5. 411 / FR	6. 173 / QX	7. 5746 / YQ	8. /

More taxes

Calculation details

FARE	EQUIV	TOTAL	ROE
CZK 12500			19.5204

Additional information

Endorsement:

INVOLUNTARY REROUTING DUE TO SCHEDULE CHANGE - NON END/VALID ON QR/OAL ONLY

Fare construction:

PRG LH X/FRA QR X/DOH QR BKK 320.17 QR X/DOH QR X/PRG OK PRG 320.17 NUC640.34

Calculate

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	565	565	<input type="text" value="0"/>
RA	515	515	<input type="text" value="0"/>
PZ	99	99	<input type="text" value="0"/>
TS	436	436	<input type="text" value="0"/>
FR	411	411	<input type="text" value="0"/>
QX	173	173	<input type="text" value="0"/>
YQ	5746	5746	<input type="text" value="0"/>
FARE	12500	<input type="text" value="12500"/>	<input type="text" value="0"/>
Total:			<input type="text" value="0"/>

☒ Automatic calculation may be inaccurate. We recommend you to [check it manually](#).

Ticket
 OPEN QR 44 17APR CDGPRG 0950 OK HHEE3MCZ
 ARPT OK 759 Q 17APR CDGPRG 0950 OK HHEE3MCZ
 NVB17APR NVA17APR
 NVB17APR NVA17APR
 FARE CZK 12500 TAX 565 CZ TAX 515 RA TAX 6865 XT
 TOTAL CZK 20445
 NON END/VALID ON QR/OAL ONLY
 PRG LH X/FRA QR X/DOH QR BKK 320.17 QR X/DOH QR X/P
 AR OK PRG 320.17 NUC640.34END ROE19.5204 XT 99PZ436
 TS411FR173QX5746YQ

Fare
 FB1 - S1-6 30NOV12 3
 F1 NACHAZELOVA/HANAMRS ADT B CZK 20
 PRG LH X/FRA QR X/DOH QR BKK 320.17 QR X/DOH QR X/PAR OK 1
 20.17 NUC640.34END ROE19.5204
 FARE CZK12500 TAX 565CZ TAX 515RA TAX 99PZ TAX 436TS
 TAX 411FR TAX 173QX TAX 5746YQ TOT CZK20445
 ***ADDITIONAL FEES MAY APPLY*SEE>F01.
 S1 FB-HHEE3MCZ B-1PC NB-10APR NA-10APR
 S2 FB-HHEE3MCZ B-1PC NB-10APR NA-10APR
 S3 FB-HHEE3MCZ B-1PC NB-10APR NA-10APR
 S4 FB-HHEE3MCZ B-1PC NB-17APR NA-17APR
 S5 FB-HHEE3MCZ B-1PC NB-12APR NA-12APR

Step 3. Commission and penalties

PENALTY

☒ Absent
☐ EMD
☐ Tax
☐ Q-Surcharge

ENDORSEMENT

INVOLUNTARY REBOOKING DUE TO SCHEDULE CHANGE - QS ONLY.NO REBKQ-NO RERTG NON-REF

COMMISSION **TOUR CODE** **IT/BT**

Percents ☒ None ☐ IT ☐ BT

Next steps are the same as in the previous examples.

Step 2. Fare calculation

SELECT FARE QUOTE

☒ New fare quote

Step 2. Fare calculation

SELECT FARE QUOTE

☒ New fare quote

Passengers

☒ 1. KLIMOVA/MISA MRS

Segments (select all segments)

SEGMENT

☒ 1. ACTIVE HK1 PRG → LHR / 15AUG / BA 863 / K

☒ 2. ACTIVE HK1 LHR → BOS / 15AUG / BA 203 / K

☒ 3. ACTIVE HK1 BOS → LHR / 18OCT / BA 202 / N

☒ 4. ACTIVE HK1 LHR → PRG / 19OCT / BA 856 / S

Calculation type

☒ Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.

☐ After departure (FQ,T)

☐ FQ with options FQ/P1/S1.2.3.4/

☐ FQ,H

Additional options

ACCOUNT CODE

PTC

CURRENCY

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	583	583	0
UB	2003	2003	0
AY	52	52	0
US	718	718	0
XA	103	103	0
XY	144	144	0
YC	113	113	0
YQ	6154	6154	0
XF	93	93	0
FARE	24025	24300	275
Total:			275

☒ Automatic calculation may be inaccurate. We recommend you to [check](#) it manually.

There is the difference in Fare because instead of **midweek Fare NHXE2EU** **weekend Fare NHWE2EU** must be used.

Step 4. Exchange mask

FORM OF PAYMENT	ADDITIONAL COLLECTION
<input checked="" type="checkbox"/> Cash	275 CZK
<input type="checkbox"/> Invoice / Credit card / Other: <input type="text"/>	0 CZK
<input type="checkbox"/> Invoice / Credit card / Other: <input type="text"/> (For example: V11234567890*D1219)	0 CZK

Add collection required: 275 CZK

Fields marked with asterisk (*) are required.

New ticket:

TKT: 125 9902 091765 NAME: KLIMOVA/MISAMRS
 ISSUED: 10JUL14 FOP:CASH/CASH
 PSEUDO: 79YE PLATING CARRIER: BA ISO: CZ IATA: 99999992
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 OPEN BA 863 K 15AUG PRGLHR 1335 OK KHWE1EU 1
 NVB15AUG NVA15AUG
 OPEN BA 203 K 15AUG LHRBOS 1700 OK KHWE1EU 2
 NVB15AUG NVA15AUG
 OPEN BA 202 N 18OCT BOSLHR 2245 OK **NHWE2EU** 3
NVB18OCT NVA18OCT ← ←
 OPEN BA 856 S 19OCT LHRPRG 1625 OK **NHWE2EU** 4
NVB19OCT NVA19OCT ← ←
 FARE CZK 24300 TAX 93XF TAX 583CZ TAX 9287XT
 TOTAL CZK 275A

RESTRICTIONS APPLY/NONREFUNDABLE
 PRG BA X/LON BA BOS M694.68KHWE1EU BA X/LON BA PRG
 M508.94NHWE2EU NUC1203.62END ROE20.1889 XT PD2003UB
 PD52AY PD718US PD103XA PD144XY PD6267XT PD93XF
 EXCHANGED FOR: 1259902091764
 ORIGINAL ISSUE: 1259902091764PRG10JUL1499999992
 RLOC 1G N4G4HK 1A YCKA2C

When GEM option 1 - FQ calculation - is used then the changed itinerary is recalculated using >FQ< entry, the appropriate difference is collected and ticket validity (dates in NVB / NVA fields) is automatically changed according to the new dates.

2/

New Fare quote - GEM option 4 - HFF quote used:

The new calculation is not done, the Filed Fare is only copied from PNR history. Using "HFF quote" option is not suitable in this case and it is only on the agent responsibility. It can be used only in some special nonstandard situations when the first option - FQ calculation - cannot be used, for example for name change of the group ticket.

Step 1. Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input type="radio"/> <input type="text"/>	(Custom ticket number)			
<input checked="" type="radio"/> 1259902091764	10JUL14	KLIMOVA/MISA MRS	OPEN PRG → LHR / 15AUG / BA 863 OPEN LHR → BOS / 15AUG / BA 203 OPEN BOS → LHR / 30SEP / BA 202 OPEN LHR → PRG / 01OCT / BA 860	33988CZK
<input type="radio"/> 1259902091765	10JUL14	KLIMOVA/MISA MRS	USED	275CZK

1259902091764

GEM EXCHANGE AGREEMENT

☒ I confirm I have checked all Fares and Fare rules applied to the original ticket - Category 16.

Step 2. Fare calculation

SELECT FARE QUOTE

☒ New fare quote

Step 2. Fare calculation

SELECT FARE QUOTE

☒ New fare quote

Note: Please take into account that no calculation is done and all data are only copied from Filed Fare History.

Passengers

☒ 1. KLIMOVA/MISA MRS

Passenger type

Segments (select all segments)

SEGMENT	FAREBASIS/TD	NVB	NVA	BG	X	HFF SEG #
<input checked="" type="checkbox"/> 1. ACTIVE HKT PRG → LHR / 15AUG / BA 863 / K	KHWE1EU	15AUG14	15AUG14	1PC	O	1
<input checked="" type="checkbox"/> 2. ACTIVE HKT LHR → BOS / 15AUG / BA 203 / K	KHWE1EU	15AUG14	15AUG14	1PC	O	2
<input checked="" type="checkbox"/> 3. ACTIVE HKT BOS → LHR / 18OCT / BA 202 / N	NHXE2EU	30SEP14	30SEP14	1PC	O	3
<input checked="" type="checkbox"/> 4. ACTIVE HKT LHR → PRG / 19OCT / BA 856 / S	NHXE2EU	01OCT14	01OCT14	1PC		4

Validity (NVB / NVA dates) and Fare basis are not shown correctly because all data have been copied from Filed Fare History.

Taxes (remove all taxes)

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. 583 / CZ	2. 2003 / UB	3. 52 / AY	4. 718 / US
5. 103 / XA	6. 144 / XY	7. 113 / YC	8. 6154 / YQ
9. 93 / XF	10. /	11. /	12. /
13. /	14. /	15. /	16. /
17. /	18. /	19. /	20. /

XF taxes

VALUE / CITY	VALUE / CITY	VALUE / CITY	VALUE / CITY
1. 4.5 / BOS	2. /	3. /	4. /
5. /	6. /	7. /	8. /

Calculation details

FARE	EQUIV	TOTAL	ROE
CZK 24025		CZK 33988	20.1889

Additional information
Endorsement:

RESTRICTIONS APPLY NONREFUNDABLE

Fare construction:

PRG BA X/LON BA BOS M694.68 BA X/LON BA PRG M495.32 NUC1190.00

Please check your HFF fare quote

Ticket

FARE CZK 24025 TAX 583CZ TAX 2003UB TAX 737
 TOTAL CZK 33988
 RESTRICTIONS APPLY/NONREFUNDABLE
 PRG BA X/LON BA BOS M694.68 BA X/LON BA PRG M495.32
 NUC1190.00END ROE20.1889 XT 52AY718US103XA144XY113
 YC6154YQ93XF BOS4.5

Fare

S1 FB-KHWE1EU
 BG-1PC NB-15AUG NA-15AUG
 S2 FB-KHWE1EU
 BG-1PC NB-15AUG NA-15AUG
 S3 FB-NHXE2EU
 BG-1PC NB-30SEP NA-30SEP
 S4 FB-NHXE2EU

Calculate

When GEM option - HFF quote - is used the agent should **check HFF fare quote as highlighted there in red.**

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	583	583	0
UB	2003	2003	0
AY	52	52	0
US	718	718	0
XA	103	103	0
XY	144	144	0
YC	113	113	0
YQ	6154	6154	0
XF	93	93	0
FARE	24025	24025	0
Total:			0

☒ Automatic calculation may be inaccurate. We recommend you to **check** it manually.

No difference in Fare between midweek Fare NHXE2EU and weekend Fare NHWE2EU is calculated because no calculation is done.

New ticket has incorrect validity, Fare and Fare basis because all data have been only copied from Filed Fare History:

TKT: 125 9902 091766 NAME: KLIMOVA/MISAMRS
ISSUED: 10JUL14 FOP:CASH
PSEUDO: 79YE PLATING CARRIER: BA ISO: CZ IATA: 99999992
USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
OPEN BA 863 K 15AUG PRGLHR 1335 OK KHWE1EU 1
NVB15AUG NVA15AUG
OPEN BA 203 K 15AUG LHRBOS 1700 OK KHWE1EU 2
NVB15AUG NVA15AUG
OPEN BA 202 N 18OCT BOSLHR 2245 OK **NHXE2EU** 3
NVB30SEP NVA30SEP ← ←
OPEN BA 856 S 19OCT LHRPRG 1625 OK **NHXE2EU** 4
NVB01OCT NVA01OCT ← ←
FARE CZK 24025 TAX 93XF TAX 583CZ TAX 9287XT
TOTAL CZK NO ADC
RESTRICTIONS APPLY/NONREFUNDABLE
PRG BA X/LON BA BOS M694.68 BA X/LON BA PRG M495.32
NUC1190.00END ROE20.1889 XT PD2003UB PD52AY PD718U
S PD103XA PD144XY PD6267XT PD93XF
EXCHANGED FOR: 1259902091764
ORIGINAL ISSUE: 1259902091764PRG10JUL1499999992

The second exchange

Step 1: Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
(Custom ticket number)				
<input checked="" type="checkbox"/> 0068801672575	02OCT12	KLHMO/JOSEF ARR	<div>PRG → AMS / 15NOV / DL 9524</div> <div>AMS → JFK / 15NOV / DL 9348</div> <div>JFK → CDG / 15DEC / DL 9557</div> <div>CDG → PRG / 15DEC / DL 9556</div>	11542CZK

GEM EXCHANGE AGREEMENT

☒ I confirm I have checked all Fare and Fare rules applied to the original ticket – Category 16.

Step 2: Fare calculation

SELECT FARE QUOTE

☒ New fare quote

Passengers

☒ 1. KLHMO/JOSEF VR

Segments (select all segments)

SEGMENT

☒ 1. PRG → AMS / 15DEC / DL 9524 / B
☒ 2. AMS → JFK / 15DEC / DL 9348 / B
☒ 3. JFK → CDG / 05FEB / DL 9601 / B
☒ 4. CDG → PRG / 05FEB / DL 9556 / B

Taxes in the first column = the total sum of paid taxes taken from both tickets (the first issue and the first exchange):

CZ 525
 CJ 184
 RN 168
 VV 51
 AY 49
 US 652 + 10 = 662
 XA 98
 XY 137
 YC 108
 FR 403
 QX 170
 YR 8116 + 1196 = 9312
 XF 88
 DU 2500

Step 3. Commission and penalties

PENALTY

☐ Absent

☐ EMD

☒ Tax

	TAX TYPE	VALUE
1.	DU	2500
2.		0

☐ Q-Surcharge

ENDORSEMENT

FARE RESTRICTIONS APPLY

COMMISSION **TOUR CODE** **IT/BT**

Percents ☒ None ☐ IT ☐ BT

Paid taxes are correctly shown as well.

Step 4. Exchange mask

TICKET NUMBER* **THRU** ☐ Yes ☒ No **COUPON NUMBERS***

COUPONS FOR TICKETS

TICKET 1*	TICKET 2	TICKET 3	TICKET 4
<input type="text" value="1234"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

PD TAXES

<input type="text" value="662"/> <input type="text" value="UB"/>	<input type="text" value="9212"/> <input type="text" value="VR"/>	<input type="text" value="2500"/> <input type="text" value="DU"/>	<input type="text" value="525"/> <input type="text" value="CZ"/>
<input type="text" value="184"/> <input type="text" value="CJ"/>	<input type="text" value="168"/> <input type="text" value="RV"/>	<input type="text" value="61"/> <input type="text" value="VV"/>	<input type="text" value="1053"/> <input type="text" value="XT"/>

TTL VALUE* **ORIGINAL FCB***

Fields marked with asterisk (*) are required

Steps 5 and 6 of this example would be completed as in previous cases.

New ticket:

TKT: 006 9901 730368 NAME: KLIMO/JOSEFMR
 ISSUED: 22NOV12 FOP:CASH/CASH
 PSEUDO: 79YE PLATING CARRIER: DL ISO: CZ IATA: 99999992

USE	CR	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	FARE	CPN
ARPT	DL	9504	B	15DEC	PRGAMS	0950	OK	BRTCZI		1
ARPT	DL	9348	B	15DEC	AMSJFK	1325	OK	BRTCZI		2
ARPT	DL	8601	B	05FEB	JFKCDG	1645	OK	BRTCZI		3
ARPT	DL	8588	B	06FEB	CDGPRG	0715	OK	BRTCZI		4

 FARE CZK 38564 TAX 14455 XT TAX 20 US TAX 2723 XT
 TOTAL CZK 18907A
 NON ENDO
 FARE RSTR COULD APPLY
 PRG DL X/AMS DL NYC M987.78BRTCZI DL X/PAR DL PRG M
 987.78BRTCZI NUC1975.56END ROE19.5204 XT CZK182YR C
 ZK4CJ CZK4RN CZK1VV CZK2AY CZK4XA CZK2526XT PD662US
 PD9312YR PD2500DU PD525CZ PD184CJ PD168RN PD51VV P
 D1053XT
 EXCHANGED FOR: **0069901672575**
 ORIGINAL ISSUE: **0069901672556**PRG24SEP1299999992
 RLOC 1G XS32JU DL GHIQHL

The second exchange done in new PNR without ticket number and Filed Fare History

Original ticket - the first issue:

TKT: 064 9901 672554 NAME: KLIMOVA/MISAMRS
 ISSUED: 21SEP12 FOP:CASH
 PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 EXCH OK 768 B 25OCT PRGCDG 0845 OK BPLSCZ 1
 NVB25OCT NVA25OCT
 EXCH OK 767 K 01NOV CDGPRG 2050 OK KPLSCZ 2
 NVB01NOV NVA01NOV
 FARE CZK 12000 TAX 525 CZ TAX 424 FR TAX 2312 XT
 TOTAL CZK 15261
 FARE RESTRICTIONS APPLY
 PRG OK PAR 366.18 OK PRG 219.70 NUC585.88END ROE20.
 4816 XT 25IZ291QX1996YQ
 RLOC 1G LVL5NY 1A 5BNTKB

The first exchange:

TKT: 064 9901 672566 NAME: KLIMOVA/MISAMRS
 ISSUED: 27SEP12 FOP:CASH/CASH
 PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 OPEN OK 768 B 25OCT PRGCDG 0845 OK BPLSCZ 1
 NVB25OCT NVA25OCT
 OPEN OK 761 K 03NOV CDGPRG 1515 OK KPLSCZ 2
 NVB03NOV NVA03NOV
 FARE CZK 12000 TAX 3261 XT TAX 8 FR TAX 39 XT
 TOTAL CZK 47A
 FARE RESTRICTIONS APPLY -/PENALTY COLLECTED ON MCO
 PRG OK PAR 366.18BPLSCZ OK PRG 219.70KPLSCZ NUC585.
 88END ROE20.4816 XT CZK5QX CZK34YQ PD525CZ PD424FR
 PD25IZ PD291QX PD1996YQ
 EXCHANGED FOR: 0649901672554
 ORIGINAL ISSUE: 0649901672554PRG21SEP1299999992

New PNR without *HTE:

KF21GM/37 BRQNH N347373 AG 99999992 21NOV
 1.1KLIMOVA/MISAMRS 2.1KLIMOVA/MARIEMISS*P-C04 DOB27AUG2008
 1. OK 758 B 05DEC PRGCDG HK2 0710 0900 O* E WE
 2. OK 767 K 11DEC CDGPRG HK2 2050 2230 O* E TU

Step 1: Select tickets for reissue				
TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input type="checkbox"/> 0649901672554	(Custom ticket number)			

SELECT FARE QUOTE

☒ New fare quote

☐ PQ calculation ☐ involuntary rebooking ☐ involuntary rebooking ☐ HFF quote ☐ Manual

Passengers

☒ 1. KLMOVARIASA MRS
☐ 2. KLMOVARIARE MRS

Segments (select all segments)

SEGMENT

☒ 1. PRG → CDG / 05DEC / 0K 758 / B
☒ 2. CDG → PRG / 11DEC / 0K 757 / R

Calculation type

☒ Before departure (PQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.
☐ After departure (PQ,T)
☐ PQ with options PQPUS12
☐ PQ R

GEM is not able to show paid taxes because the Filed Fare History is not stored in this new PNR. That is why the agent has to enter all paid taxes manually in the "Ticket value" column.

Unable to fetch ticket data from HFF. Please fill ticket taxes manually.
 Open last executed command

OK

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
FR	424	441	1996
CZ	525	525	291
IZ	25	25	34
QX	296	300	1996
YQ	2030	2078	1996
FARE	12005	12000	0
Total			Ref

☐ Automatic calculation may be inaccurate. We recommend you to check it manually.

The total sum of paid taxes:

FR 424 + ADC 8 = **432** / CZ 525 / IZ 25
 QX 291 + ADC 5 = **296**
 YQ 1996 + ADC 34 = **2030**

Reissue after departure in new PNR (original PNR is past date and cannot be used) – manual mask – option 5

Original ticket:

TKT: 071 9428 195655 NAME: SIMPSON/DANIELLEAMMA
 PH: 183 3428
 ISSUED: 16MAR13 FOP:CASH
 PSEUDO: 76M8 PLATING CARRIER: ET ISO: MW IATA: 61200123

USE	CR	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	FARE	CPN
USED	ET	0701	M	10JUL	LHRADD	2015	OK	MHES1YGB		1
USED	ET	877	M	11JUL	ADDBLZ	0920	OK	MHES1YGB		2
OPEN	ET	877	M	01AUG	BLZADD	1500	OK	MHES1YGB		3
								NVB13JUL		
OPEN	ET	700	M	02AUG	ADDLHR	0110	OK	MHES1YGB		4
								NVB13JUL		

 FARE GBP 873.00 TAX 11812 LD TAX 1969 YZ TAX 201411 XT
 TOTAL MWK 759981
 EQUIV MWK 544790
 NON-ENDO/PENALTIES APPLY
 LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 N
 UC1404.00END ROE0.621791 XT 51796GB24806UB124809YR
 RLOC 1G XKV7BC ET BFHTRO

New PNR without original ticket:

P8926M/JK BLZOU 76M8JK AG 61200123 18JAN
 1.1SIMPSON/DANIELLEAMMA
 1. ET 877 M 02FEB BLZADD HK1 1500 2020 O* E SU 2
 2. ET 710 M 03FEB ADDLHR HK1 0935 1435 O* E MO 2

Fare display:

LON-BLZ WED-10JUL13 ET
 >FDLONBLZ10JUL.T16MAR13/ET
 MPM 6351 EH
 ADDITIONAL TAXES/FEES MAY APPLY
 PUBLIC FARES HISTORY
 USD CURRENCY FARES EXIST

CX	FARE	FARE	C	AP	MIN/	SEASONS.....	MR	GI	DT
	GBP	BASIS			MAX				
1 ET	873.00R	MHES1YGB M			3/12M	05JUL -11AUG	R	EH	

Fare Rule - Category 16 - after departure

>FN*1/16
 001 LONBLZ 10JUL13 ET GBP 873.00 MHES1YGB STAY-03/12MBK-M
 16. PENALTIES
 FROM/TO UNITED KINGDOM FOR SPECIAL EXCURSION FARES WITH FOOTNOTE
 8N

NOTE -
 CHANGES AFTER DEPARTURE
FIRST CHANGE IS PERMITTED AT 25.00GBP AND
 SUBSEQUENT CHANGES PERMITTED AT 50.00GBP PER
 CHANGE. WHEN MORE THAN ONE FARE COMPONENT CHANGES
 THE HIGHEST PENALTY OF ANY OF THE FARE
 COMPONENTS WILL APPLY.

>FZSGBP25.00MWK
 EQU MWK18441

<= collected as XP tax in this example

Step 1. Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input checked="" type="radio"/> 0719428195665	(Custom ticket number)			

GEM EXCHANGE AGREEMENT

☒ I confirm I have checked all Fares and Fare rules applied to the original ticket – Category 16.

It is not possible to use "FQ calculation" option because there is **no history related to flown segments** in this PNR (new PNR created) and therefore FQ.T16MAR13 cannot be used.

Step 2. Fare calculation

SELECT FARE QUOTE

☒ New fare quote

Passengers

☒ 1. SIMPSON/DANIELLEAMMA

Segments (select all segments)

SEGMENT

☐ 1. PRCT BLZ → ADD / 02FEB / ET 877 / M

☐ 2. PRCT ADD → LHR / 03FEB / ET 710 / M

Calculation type

☒ Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.

☐ After departure (FQ.T)

☐ FQ with options FQ/P1/

☐ FQ.H

That is why the whole itinerary including flown segments and ticketing date in the past must be recalculated using FQP function. This is the only possibility.

FQP Assistant

FQP command
 FQPLHR10JUL13.MX-ADD11JUL13.MBLZ02FEB.MX-ADD03FEB.MLHR+ET.T16MAR13

Itinerary details

No	Origin	Destination	Carrier	Class	Date	Stopover	Break	Fare Basis
1	LHR	ADD	ET	M	10JUL13	X		
2	ADD	BLZ	ET	M	11JUL13			
3	BLZ	ADD	ET	M	02FEB	X		
4	ADD	LHR	ET	M	03FEB			

Buttons: Get FQP, Send FQP, About FQP (?), Copy All, Clear, Exit

Fare options

Point of Sale/TKT	PTC - Discount Code	Validating Carrier	Ticketing Date	Account Code	Private Fares Only	Published Fares Only
			16MAR13		<input type="checkbox"/>	<input type="checkbox"/>

```
#2
>FQPLHR10JUL13.MX-ADD11JUL13.MBLZ02FEB.MX-ADD03FEB.MLHR+ET.T16MAR13
R13

*          FARE   (MWK)  *   PSGR DESC      *   TAX INFO
01 MHOWGB1          977773      ADT          INCL TAX
02 MHES1YGB++       829874      ADT          INCL TAX
03 MHES1YGB         759981      ADT          INCL TAX
*  SUM IDENTIFIED AS UB IS A PASSENGER SERVICE CHARGE
*  E  NON-ENDO/PENALTIES APPLY
*  FLIGHT RESTRICTIONS APPLY
*  RATE USED IN EQU TOTAL IS BSR 1GBP - 624.0435MWK
*  LAST DATE TO PURCHASE TICKET: 10JUL13
*  E-TKT REQUIRED
*  TICKETING AGENCY 76M8
*  DEFAULT PLATING CARRIER ET
>
```

Close

Here is the Fare calculation for the entire journey returned by the system using FQP:

* 03 MHES1YGB

```

>FQPLHR10JUL13.MX-ADD11JUL13.MBLZ02FEB.MX-ADD03FEB.MLHR+ET.T16MA
R13
*          FARE   (MWK)      *   PSGR DESC      *   TAX INFO
03 MHES1YGB      759981      *   ADT          *   INCL TAX

LON ET X/ADD ET BLZ 702.00MHES1YGB ET X/ADD ET LON 702.00MHES1YGB
NUC1404.00END ROE0.621791
FARE   GBP      873.00 EQU   MWK      544790
TAX    MWK      11812LD      1969YZ      51796GB      24806UB
      124809YR
TOTAL MWK      759981

  LHR
XADD MHES1YGB  ADT                      M      2PC
  BLZ MHES1YGB  ADT                      M      2PC
XADD MHES1YGB  ADT  NVB13JUL             M      2PC
  LHR MHES1YGB  ADT  NVB13JUL             M      2PC
  HISTORICAL QUOTE - PAST TRAVEL DATE
* LAST DATE TO PURCHASE TICKET: 10JUL13
  SUM IDENTIFIED AS UB IS A PASSENGER SERVICE CHARGE
  E NON-ENDO/PENALTIES APPLY
  FLIGHT RESTRICTIONS APPLY
  RATE USED IN EQU TOTAL IS BSR 1GBP - 624.0435MWK
  03 NVB13JUL
  04 NVB13JUL
  E-TKT REQUIRED
  TICKETING AGENCY 76M8
  DEFAULT PLATING CARRIER ET
>

```

Close

Copy

Print

Everything is the same as on the original ticket (both Fare and taxes), there is no additional collection. Manual mask - option 5 - must be used in such a case and all data have to be entered manually by the agent.

Step 2 - manual mask:

Step 2. Fare calculation

SELECT FARE QUOTE

☒ New fare quote

FQ calculation

Involuntary rebooking

Involuntary rerouting

HFF quote

Manual

Passengers

☒ 1. SIMPSON/DANIELLEAMMA

Segments (select all segments)

SEGMENT	FAREBASIS/TD	NVB	NVA	BG	X
<input checked="" type="checkbox"/> 1. <small>HK1</small> BLZ → ADD / 02FEB / ET 877 / M	MHES1YGB	13JUL13	10JUL14	2PC	X
<input checked="" type="checkbox"/> 2. <small>HK1</small> ADD → LHR / 03FEB / ET 710 / M	MHES1YGB	13JUL13	10JUL14	2PC	

Taxes (remove all taxes)

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. 11812 / LD	2. 1969 / YZ	3. 51796 / GB	4. 24806 / UB
5. 124809 / YR	6. /	7. /	8. /

More taxes

Calculation details

FARE	EQUIV	TOTAL	ROE
GBP 873.00	IWK 544790		0.621791

Additional information

Endorsement:

NON-ENDO-PENALTY APPLIES-FLIGHT RESTRICTIONS APPLY

Fare construction:

LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 NUC1404.00

Calculate

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
LD	11812	11812	0
YZ	1969	1969	0
GB	51796	51796	0
UB	24806	24806	0
YR	124809	124809	0
FARE	873.00	873.00	—
EQUIV	544790	544790	0
Total:			0

☒ Automatic calculation may be inaccurate. We recommend you to [check](#) it manually.

Ticket

```

OPEN ET 877 M 01AUG BLZADD 1500 OK MHES1YGB
NVB13JUL
OPEN ET 700 M 02AUG ADDLHR 0110 OK MHES1YGB
NVB13JUL
FARE GBP 873.00 TAX 11812 LD TAX 1969 YZ TAX 201411 XT
TOTAL MWK 759981
EQUIV MWK 544790
NON-ENDO/PENALTIES APPLY
LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 N
UC1404.00END ROEO.621791 XT 51796GB24806UB124809YR
RLOC 1G XKV7BC ET BFHTRO

```

Fare

```

FB1 - S1-2 22JAN14 SN/A
P1 SIMPSON/DANIELLEAMMA ADT B MWK 759982
LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 NUC1404.00E
D ROEO.621791
FARE GBP873.00 EQU MWK544790 TAX 11812LD TAX 1969YZ
TAX 51796GB TAX 24806UB TAX 124809YR TOT MWK759982
***ADDITIONAL FEES MAY APPLY*SEE>FO1
S1 FB-MHES1YGB B-2PC NB-13JUL NA-10JUL
S2 FB-MHES1YGB B-2PC NB-13JUL NA-10JUL
NON-ENDO-PENALTY APPLIES-FLIGHT RESTRICTIONS APPLY
T P01/S1-2/ET/CET

```

Step 3:

Penalty collected as a tax with the code XP in this example:

Step 3. Commission and penalties

PENALTY

☐ Absent
☐ EMD
☒ Tax

TAX TYPE	VALUE
1. XP	18441
2.	

☐ Q-Surcharge

ENDORSEMENT

NON-ENDO-PENALTY APPLIES-FLIGHT RESTRICTIONS APPLY

COMMISSION **TOUR CODE** **IT/BT**

Percents
 ☒ None
 ☐ IT
 ☐ BT

Step 4:

Step 4. Exchange mask

TICKET NUMBER* **THRU** **COUPON NUMBERS***

07194281956551
 ☐ Yes ☒ No
 02

COUPONS FOR TICKETS*

TICKET 1	TICKET 2	TICKET 3	TICKET 4
34			

PD TAXES

11812	LD	1009	YZ	51796	GB	24806	UB
124809	YR						

TTL VALUE* **ORIGINAL FOP***

MWK544790 S

Fields marked with asterisk (*) are required.

Step 4: Exchange mask

FORM OF PAYMENT

☐ Cash

☒ Invoice / Credit card / Other: INVAGT

☐ Invoice / Credit card / Other: (For example: V11234567890/D1219)

ADDITIONAL COLLECTION

0 CZK

18441 CZK

0 CZK

Add collection required: 18441 MWK

Fields marked with asterisk (*) are required.

Step 5 is skipped - there is nothing to be copied.

Step 6:

Step 6: Ticket print

Exchange process completed. You can print your tickets now or store the fare only and start over the script to process other passengers.

☐ Print selected tickets:

TICKET NUMBER	PASSENGER	ADDITIONAL COLLECTION	FEE TYPE	TERMINAL SCREENS
<input type="checkbox"/> 0719428195655	SIMPSON/DANIELLEAMMA	18441 MWK	TAX	Check

Exchange screen

```
>*EK **TICKET FOR*: SIMPSON/DANIELLEAMMA      PRGR 01/01
NEW FARE: GBP 873.00 EQUIV: MWK 544790
TX1: 18441 X2 TX2: TX3: TX4:
**EKNR TICKET*: TICKET NUMBER TRND TICKET NUMBER NO. CPN
0719428195655 ..... 02
COUPONS FOR TX1: .34 TX2: TX3: TX4:
SD TAXES 1: 11812 LD 2: 1969 YZ 3: 51796 GB 4: 24806
SD TAXES 5: 11812 LD 6: 1969 YZ 7: 51796 GB 8: 24806
```

Fare

```
FB1 - S1-2 22JAN14 5N/AG
P1 SIMPSON/DANIELLEAMMA ADT B MWK 563231
LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 NUC1404.00
D ROE0.621791
FARE GBP873.00 EQU MWK544790 TAX 18441XP TOT MWK563231
***ADDITIONAL FEES MAY APPLY*SEE>F01
S1 FB-MHES1YGB B-2PC NB-13JUL NA-10JUL
S2 FB-MHES1YGB B-2PC NB-13JUL NA-10JUL
NON-ENDO-PENALTY APPLIES-FLIGHT RESTRICTIONS APPLY
T P01/S1-2/Z0/ET/FEX0719428195655/CET
```

PRINT COMMAND

TRP [OTDAD]

☒ Store the fares and start over

☒ I confirm the additional collection amounts in the table above

Next Cancel

Filed Fare mask stored:

```
FB1 - S1-2 22JAN14 5N/AG
P1 SIMPSON/DANIELLEAMMA ADT B MWK 563231
LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 NUC1404.00EN
D ROE0.621791
FARE GBP873.00 EQU MWK544790 TAX 18441XP TOT MWK563231
***ADDITIONAL FEES MAY APPLY*SEE>F01
S1 FB-MHES1YGB B-2PC NB-13JUL NA-10JUL
S2 FB-MHES1YGB B-2PC NB-13JUL NA-10JUL
NON-ENDO-PENALTY APPLIES-FLIGHT RESTRICTIONS APPLY
T P01/S1-2/Z0/ET/FEX0719428195655/CET
```

Exchange mask stored:

```
>*EX **TICKET FOR** SIMPSON/DANIELLEAMMA          PSGR 01/01
NEW FARE: GBP 873.00 EQUIV: MWK 544790
TX1: 18441 XP TX2: TX3: TX4:
*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
                07194281956551 . . . . . 02
COUPONS FOR TKT1: ..34 TKT2: .... TKT3: .... TKT4: ....
PD TAXES 1: 11812 LD 2: 1969 YZ 3: 51796 GB 4: 24806 UB
PD TAXES 5: 124809 YR 6: ..... .. 7: ..... .. 8: ..... ..
TTL VALUE: MWK544790 BSR: ..... ORIG FOP: S.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
                ..... LON/LON BLZ 16MAR13 6120012
```

To reissue the ticket >TKP< entry has to be done by the agent in retrieved PNR.

Net Remit – method 2E

Original tickets:

TKT: 297 9902 133551 NAME: FAREGALILEO/AZKAMS
 PH: 08 211 160 0298
 ISSUED: 08AUG14 FOP:INVAGT
 PSEUDO: 753P PLATING CARRIER: CI ISO: ID IATA: 99999992
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 OPEN CI 0762 Q 08NOV CGKTPE 1400 OK QEE90/CH 1
 NVB03NOV NVA06FEB
 OPEN CI 0761 Q 13NOV TPECCK 0845 OK QEE90/CH 2
 NVB03NOV NVA06FEB
 FARE USD 1325.00 TAX 9.20TW TAX 40.00YQ TAX
 TOTAL USD 1374.20
 NONEND NONREF NONRERTE/ VALID ON CI ONLY

JKT CI TPE 662.50QEE90 CI JKT 662.50QEE90 NUC1325.0
 OEND ROE1.0000
 TOUR CODE JKT2013
 RLOC 1G PPQ9RQ CI KHMJFJ

TKT: 297 9902 133552 NAME: FAREGALILEO/FIKRIMS
 PH: 08 211 160 0298
 ISSUED: 08AUG14 FOP:INVAGT
 PSEUDO: 753P PLATING CARRIER: CI ISO: ID IATA: 99999992
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 OPEN CI 0762 Q 08NOV CGKTPE 1400 OK QEE90 1
 NVB03NOV NVA06FEB
 OPEN CI 0761 Q 13NOV TPECCK 0845 OK QEE90 2
 NVB03NOV NVA06FEB
 FARE USD 1766.00 TAX 9.20TW TAX 40.00YQ TAX
 TOTAL USD 1815.20
 NONEND NONREF NONRERTE/ VALID ON CI ONLY

JKT CI TPE 883.00QEE90 CI JKT 833.00QEE90 NUC1766.0
 OEND ROE1.000000
 TOUR CODE JKT2013
 RLOC 1G PPQ9RQ CI KHMJFJ

TKT: 297 9902 133554 NAME: FAREGALILEO/FARHANMR
 PH: 08 211 160 0298
 ISSUED: 08AUG14 FOP:INVAGT
 PSEUDO: 753P PLATING CARRIER: CI ISO: ID IATA: 99999992
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 OPEN CI 0762 Q 08NOV CGKTPE 1400 OK QEE90 1
 NVB03NOV NVA06FEB
 OPEN CI 0761 Q 13NOV TPECCK 0845 OK QEE90 2
 NVB03NOV NVA06FEB
 FARE USD 1766.00 TAX 9.20TW TAX 40.00YQ TAX
 TOTAL USD 1815.20
 NONEND NONREF NONRERTE/ VALID ON CI ONLY

JKT CI TPE 883.00QEE90 CI JKT 833.00QEE90 NUC1766.0
 OEND ROE1.000000
 TOUR CODE JKT2013
 RLOC 1G PPQ9RQ CI KHMJFJ

Filed Fare used for original tickets:

P1 FAREGALILEO/FIKRIMS ADT B E 2979902133552
 JKT CI TPE 883.00QEE90 CI JKT 833.00QEE90 NUC1766.00END ROE1.0
 00000
 FARE USD1766.00 TAX 9.20TW TAX 40.00YQ TOT USD1815.20
 S1 FB-QEE90 B-20K NB-03NOV NA-06FEB
 S2 FB-QEE90 B-20K NB-03NOV NA-06FEB
 P2 FAREGALILEO/FARHANMR ADT B E 2979902133554
 JKT CI TPE 883.00QEE90 CI JKT 833.00QEE90 NUC1766.00END ROE1.0
 00000
 FARE USD1766.00 TAX 9.20TW TAX 40.00YQ TOT USD1815.20
 S1 FB-QEE90 B-20K NB-03NOV NA-06FEB
 S2 FB-QEE90 B-20K NB-03NOV NA-06FEB
 P2FEES
 TOT USD 0.00
 TTL USD 1815.20
 P1FEES
 TOT USD 0.00
 TTL USD 1815.20
 TP01-02/S1-2/Z0/EB NONEND NONREF NONRERTE*EB VALID ON CI ONLY
 /FINVAGT/CCI/NFUSD600.00/AI-JKT2013/NR

FB2 - S1-2 08AUG14 62/AG
 P3 FAREGALILEO/AZKAMS ADT I USD 1374.20
 JKT CI TPE 662.50QEE90 CI JKT 662.50QEE90 NUC1325.00END ROE1.0
 000
 FARE USD1325.00 TAX 9.20TW TAX 40.00YQ TOT USD1374.20
 ***ADDITIONAL FEES MAY APPLY*SEE>FO2
 S1 FB-QEE90/CH B-20K NB-03NOV NA-06FEB
 S2 FB-QEE90/CH B-20K NB-03NOV NA-06FEB
 T P03/S1-2/Z0/EB NONEND NONREF NONRERTE*EB VALID ON CI ONLY/FI
 NVAGT/CCI/NFUSD400.00/AI-JKT2013/NR

Changed itinerary - outbound travel upgraded to higher booking class:

PPQ9RQ/62 JKTNT MTRG162 AG 99999992 08AUG
 1.1FAREGALILEO/FIKRIMS 2.1FAREGALILEO/FARHANMR
 3.1FAREGALILEO/AZKAMS*P-C08
 1. CI 762 T 02NOV CGKTPE HS3 1440 2055 O E SU
 2. CI 761 Q 13NOV TPECCK HK3 0920 1335 O* E TH

Step 1: Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input type="radio"/> (Custom ticket number)				
<input checked="" type="radio"/> 2979902133552	08AUG14	FAREGALILEO/FIKRIMS	CGK → TPE (03NOV) CI 762 TPE → CGK (13NOV) CI 761	1815.20USD
<input type="radio"/> 2979902133551	08AUG14	FAREGALILEO/AZKAMS	CGK → TPE (03NOV) CI 762 TPE → CGK (13NOV) CI 761	1374.20USD
<input type="radio"/> 2979902133554	08AUG14	FAREGALILEO/FARHANMR	CGK → TPE (03NOV) CI 762 TPE → CGK (13NOV) CI 761	1815.20USD

GEN EXCHANGE AGREEMENT

☒ I confirm I have checked all Fare and Fare rules applied to the original ticket - Category 15.

As QEE90 Fare used for the original tickets is not filed in the system, the Filed Fare mask must be created manually.

>FDJKTTP08NOV/CI

JKT-TPE SAT-08NOV14 CI

PUBLIC FARES

	CX	FARE	FARE	C	AP	MIN/ MAX	SEASONS.....	MR	GI	DT
		USD	BASIS							
1	YY	1486.00R	YEEIF3M	Y		2/3M		M	EH	
2	CI	1486.00R	YEE1M	B		5/1M		M	EH	
3	CI	1531.00R	YEE3M	B		5/3M		M	EH	
4	CI	1928.00R	YRT	Y		/12M		M	EH	
5	CI	1157.00	YOW	Y		/12M		M	EH	

SELECT FARE QUOTE

New fare quote

FQ calculation

Involuntary rebooking

Involuntary rebooking

HFF quote

FILED

Passengers

1. FAREGALLEO/FKFF NS

2. FAREGALLEO/TARIAN MR

3. FAREGALLEO/AZKA MS

Passenger type

ADT

Segments (select all segments)

SEGMENT	FARE/FARE/DT	RWD	NVA	BC	X
1. CGK → TPE / 08NOV / CI 762 / Q	TEE90		30JAN15	ROK	Q
2. TPE → CGK / 19NOV / CI 761 / Q	QEE90		30JAN15	ROK	

Taxes (remove all taxes)

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. 0.20 / TW	2. 40.00 / YQ	3. / /	4. / /
5. / /	6. / /	7. / /	8. / /

More taxes

Calculation details

FARE	EQUIV	TOTAL	BOOK
USD 1960.00			1.00

Additional information

Endorsement:

NONEND NONREF NONREFTE-VALID ON CI ONLY

Fare construction:

JKT CI TPE 1083.00TEE90 CI JKT 883.00QEE90 NUC1960.00

Calculate

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
TW	9.20	9.20	0.00
YQ	40.00	40.00	0.00
FARE	1766.00	1955.00	200.00
Total			200.00

☐ Automatic calculation may be inaccurate. We recommend you to [check](#) it manually.

Ticket
 ODES CI 0762 Q OSMOV CORICE 1400 ON ODES 1
 ODES CI 0761 Q LINDY TREFOR 0845 ON ODES 2
 FARE USD 1766.00 TAX 9.20TW TAX 40.00YQ TAX
 TOTAL USD 1815.20
 NONEND NONREF NONRTERE-VALID ON CI ONLY
 JKT CI TW 992.00GERSO CI JKT 993.00GERSO SU1746.0
 JKT RCEL 000000
 TOUR CODE JKT2013
 ALLOC 18 PPROAD CI 9940P1

Fare
 FDI = 31-2 15A0014 58/AS
 P1 PARTIALLED/PYRINS ADT 9 DES 2013-20
 JKT CI TW 1089.00TRES CI JKT 993.00GERSO SU1746.00END NOEL
 00
 FARE USD1946.00 TAX 9.20TW TAX 40.00YQ TOT USD2015.20
 ADDITIONAL FEES MAY APPLYPOL
 S1 FB-TRES 3-20R SA-300AS
 S2 FB-QERS 3-20R SA-300AS
 NONEND NONREF NONRTERE-VALID ON CI ONLY
 T POL/31-2/ET/CC

Official
ADC

Penalty collected as a new tax with the code CP:

Step 3: Commission and penalties

PENALTY

☐ Absent

☐ FMD

☒ Tax

TAX TYPE	VALUE
1. CP	50.00
2.	

☐ Q-Surcharge

ENDORSEMENT

NONEND NONREF NONRTERE-VALID ON CI ONLY

COMMISSION **TOUR CODE** **ITEST**

Percent JKT2013 ☒ None ☐ IT ☐ BT

Please confirm the same tour code in ticket and fare (JKT2013).

Confirm Cancel

The tour code is copied from the original ticket and must be deleted (Cancel option) because this Tour code will be entered as AI code together with net Fare before ticketing.

Step 3. Commission and penalties

PENALTY

☐ Absent

☐ EMD

☒ Tax

TAX TYPE	VALUE
1. <input type="text" value="2"/>	<input type="text" value="50.00"/>
2. <input type="text" value=""/>	<input type="text" value=""/>

☐ Q-Surcharge

ENDORSEMENT

NONEEND NONREF NONPRTTE-VALID ON CI ONLY

COMMISSION **TOUR CODE** **UNIT**

Percents ☒ None ☐ IT ☐ BT

Step 4. Exchange mask

TICKET NUMBER* **TITLE** **COUPON NUMBERS***

☐ Yes ☒ No

COMPONS FOR TICKETS*

TICKET 1	TICKET 2	TICKET 3	TICKET 4
<input type="text" value="12"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

PD TAXES

<input type="text" value="0.20"/>	<input type="text" value="TW"/>	<input type="text" value="40.00"/>	<input type="text" value="YQ"/>
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

TTL VALUE* **ORIGINAL FOR***

Fields marked with asterisk (*) are required.

Official additional collection is USD 250.00 (200.00 official ADC for Fare difference plus 50.00 for penalty collected as a tax).

Step 4. Exchange mask

FORM OF PAYMENT **ADDITIONAL COLLECTION**

☐ Cash CZK

☒ Invoice / Credit card / Other: CZK

☐ Invoice / Credit card / Other: (For example: V11234567890*D1219) CZK

Add collection required: 250.00 USD

Fields marked with asterisk (*) are required.

The other adult passenger can be copied based on the mask stored for the first adult passenger.

Step 5: Fare copying
Please check passengers and select corresponding tickets, or skip this step by pressing "Next" button

Fare data to be copied from:

PASSENGER	PASSENGER TYPE	TICKET	TOTAL
FAREGALILEO/FKRMB	ADT	2979902133552	1986.00USD

Copying targets:

PASSENGER	PASSENGER TYPE	TICKET
<input checked="" type="checkbox"/> 2. FAREGALILEO/FARHAN MR	ADT - Adult	2979902133554 / FAREGALILEO/FARHAN MR / CGK → TPE → CGK
<input type="checkbox"/> 3. FAREGALILEO/AZKA MS	Select passenger type	Select ticket

Ticketing modifiers **NFUSD100.00/NR/AI-JKT2013** must be added to TKP entry before ticketing.
 NFUSD100.00 = real ADC is USD 100.00 instead of USD 200.00 which is the difference between TEE90 and QEE90 Fares.
AI-JKT2013 = tour code used in case of NET REMIT

Step 6: Ticket print
Exchange process completed. You can print your tickets now or store the fare only and start over the script to process other passengers.

☒ **Print selected tickets:**

TICKET NUMBER	PASSENGER	ADDITIONAL COLLECTION	FEE TYPE	TERMINAL SCREENS
<input checked="" type="checkbox"/> 2979902133552	FAREGALILEO/FKRMB	250.00 USD	TAX	Check
<input checked="" type="checkbox"/> 2979902133554	FAREGALILEO/FARHAN MR	250.00 USD	TAX	Check

PRINT COMMAND

TKP NFUSD100.00/NR/AI-JK

☐ Store the fares and start over

☒ I confirm the additional collection amounts in the table above

Next → Cancel

Child cannot be copied based on the mask for adult passenger and therefore the mask has to be created separately.

Step 1: Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input type="radio"/> (Custom ticket number)				
<input type="radio"/> 2979902133556	15AUG14	FAREGALILEO/FKRMB	CGK → TPE / 08NOV / CI 762 TPE → CGK / 13NOV / CI 761	250.00USD
<input checked="" type="radio"/> 2979902133551	09AUG14	FAREGALILEO/AZKA MS	CGK → TPE / 08NOV / CI 762 TPE → CGK / 13NOV / CI 761	1374.20USD
<input type="radio"/> 2979902133557	15AUG14	FAREGALILEO/FARHAN MR	CGK → TPE / 08NOV / CI 762 TPE → CGK / 13NOV / CI 761	250.00USD
<input type="radio"/> 2979902133554	09AUG14	FAREGALILEO/FARHAN MR		1915.20USD
<input type="radio"/> 2979902133552	09AUG14	FAREGALILEO/FKRMB		1915.20USD

SELECT FARE QUOTE

☒ New fare quote

Passengers

☐ 1. FAREGALLEOYKOS MS
☐ 2. FAREGALLEOFARHAN MB
☒ 3. FAREGALLEOIAZKA MS

Passenger type

Segments (select all segments)

SEGMENT	FAREBASIS/ID	INVT	NVA	BUS	X
<input checked="" type="checkbox"/> 1. JKT CGK → TPE / 08NOV / CI 782 / Q	TEE90 /CH		90JANT5	20K	<input type="radio"/>
<input checked="" type="checkbox"/> 2. JKT TPE → CGK / 10NOV / CI 781 / Q	GEE90 /CH		90JANT5	20K	<input checked="" type="radio"/>

Taxes (remove all taxes)

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. 9.20 / TW	2. 40.00 / YQ	3. /	4. /
5. /	6. /	7. /	8. /

[More taxes](#)

Calculation details

FARE	EQUIV	TOTAL	RCE
USD 1475			1.00

Additional information

Endorsement:

NONEND NONREF NONPERTE/ VALID ON CI ONLY

Fare construction:

JKT CI TPE 812.00GEE90 CI_KT 882.50GEE90 NUC1474.50

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
TW	9.20	9.20	0.00
YQ	40.00	40.00	0.00
FARE	1325.00	1475.00	100.00
Total:			155.00

☐ Automatic calculation may be inaccurate. We recommend you to [check](#) it manually.

Ticket	Fare
REF: 297 9902 132551 NAME: FARRAGLIERO/ARXAMS FR: 08 811 140 0098 ISSUED: 08/01/14 STATUS: 7039 PLATIN CARDIER: CI 1301 ID DATA: 99999999 USE CR PAY 258 DATE BROFF TIME ST P/R NAME CFS OPEN CI 0742 2 0000V 0000E 1400 00 0000/00 1 OPEN CI 0741 0 1300V 0000E 0040 00 0000/00 1 OPEN CI 0741 0 1300V 0000E 0040 00 0000/00 1 FARE USD 1825.00 TAX 9.20TW TAX 40.00VE TAX TOTAL USD 1974.20 NONREF NONREF NONREF- VALID ON CI ONLY	FRS - 01-2 F3 FARRAGLIERO/ARXAMS C08 8 USD 1825.00 NET CI FFE 812.000000 CI NET 862.800000 N0C1874.800000 N0E1.0 0 FARE USD 1825.00 TAX 9.20TW TAX 40.00VE TAX 1974.20 ***ADDITIONAL FEES MAY APPLY*** 01 FB-0000 4-00K SA-0000 02 FB-0000 8-00K SA-0000 NONREF NONREF NONREF- VALID ON CI ONLY 2 003/01-2/ET/CI

Step 3. Commission and penalties

PENALTY

☐ Absent

☐ EMD

☒ Tax

TAX TYPE	VALUE
1. 2P	35.00
2.	

☐ Q-Surcharge

ENDORSEMENT

NONREF NONREF NONREF- VALID ON CI ONLY

COMMISSION

0

TOUR CODE

IT/RT

☒ None ☐ IT ☐ BT

The Tour code copied from the original ticket must be removed.

Step 3. Commission and penalties

PENALTY

☐ Absent

☐ EMD

☒ Tax

TAX TYPE	VALUE
1. 2P	35.00
2.	

☐ Q-Surcharge

ENDORSEMENT

NONREF NONREF NONREF- VALID ON CI ONLY

COMMISSION

0

TOUR CODE

IT/RT

☒ None ☐ IT ☐ BT

Step 4. Exchange mask

TICKET NUMBER* 29700021335510

THRU ☐ Yes ☒ No

COUPON NUMBERS* 02

COUPONS FOR TICKETS*

TICKET 1	TICKET 2	TICKET 3	TICKET 4
12			

PD TAXES

9.20	TW	40.00	VQ

TTL VALUE* USD1325.00

ORIGINAL FOR* INVOICE*

Fields marked with asterisk (*) are required.

Official additional collection is USD 185.00 (150.00 official ADC for Fare difference plus 35.00 for penalty collected as a tax).

Step 4. Exchange mask

FORM OF PAYMENT

☐ Cash

☒ Invoice / Credit card / Other: INVOICE

☐ Invoice / Credit card / Other: (For example: V11234567890*D1219)

ADDITIONAL COLLECTION

Amount	Currency
0	CZK
185.00	CZK
0	CZK

Add collection required: 185.00 USD

Fields marked with asterisk (*) are required.

Ignore step 5 because the masks for both adults are already created.

Step 5. Fare copying

Please check passengers and select corresponding tickets, or skip this step by pressing 'Next' button

Fare data to be copied from:

PASSENGER	PASSENGER TYPE	TICKET	TOTAL
FAREGALLEO/AZKAMS	C08	29/9902133551	1475.00USD

Copying targets:

PASSENGER	PASSENGER TYPE	TICKET
<input type="checkbox"/> 1. FAREGALLEO/FKRI MS	Select passenger type	Select ticket
<input type="checkbox"/> 2. FAREGALLEO/FARIAN MI	Select passenger type	Select ticket

Step 6. Ticket print

Next --> Cancel

Ticketing modifiers **NFUSD75.00/NR/AI-JKT2013** must be added to TKP entry before ticketing.

NFUSD75.00 = real ADC is USD 75.00 instead of USD 150.00 which is the difference between TEE90 and QEE90 Fares with children discount.

AI-JKT2013 = tour code used in case of NET REMIT

Step 8: Ticket print

Exchange process completed. You can print your tickets now or store the fare only and start over the script to process other passengers.

☒ Print selected tickets:

TICKET NUMBER	PASSENGER	ADDITIONAL COLLECTION	FEE TYPE	TERMINAL NOTES
<input checked="" type="checkbox"/> 2979902133551	FAREGALILEO/ADKAMS	185.00 USD	TAX	Check

PRINT COMMAND

☒ Store the fares and start over

☒ I confirm the additional collection amounts in the table above

Step 9: Ticket print

Your tickets has been printed successfully.
 You can close this window and return to the Galileo Desktop or press a button below to start over exchanging other tickets.

New tickets:

TKT: 297 9902 133586 NAME: FAREGALILEO/FIKRIMS
 PH: 08 211 160 0298
 ISSUED: 15AUG14 FOP: INVAGT/MISC
 PSEUDO: 753P PLATING CARRIER: CI ISO: ID IATA: 99999992
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 OPEN CI 0762 Q 08NOV CGKTPE 1440 OK TEE90 1
 NVA30JAN
 OPEN CI 0761 Q 13NOV TPECCK 0920 OK QEE90 2
 NVA30JAN
 FARE USD 1966.00 TAX 9.20TW TAX 40.00YQ TAX 50.00CP
 TOTAL USD 250.00A
 NONEND NONREF NONRERTE-VALID/ON CI ONLY
 JKT CI TPE 1083.00TEE90 CI JKT 883.00QEE90 NUC1966.
 00END ROE1.00
 TOUR CODE JKT2013
 EXCHANGED FOR: 2979902133552
 ORIGINAL ISSUE: 2979902133552JKT08AUG1499999992
 RLOC 1G PPQ9RQ CI KHMJFJ

TKT: 297 9902 133587 NAME: FAREGALILEO/FARHANMR
 PH: 08 211 160 0298
 ISSUED: 15AUG14 FOP: INVAGT/MISC
 PSEUDO: 753P PLATING CARRIER: CI ISO: ID IATA: 99999992
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 OPEN CI 0762 Q 08NOV CGKTPE 1440 OK TEE90 1
 NVA30JAN
 OPEN CI 0761 Q 13NOV TPECCK 0920 OK QEE90 2
 NVA30JAN
 FARE USD 1966.00 TAX 9.20TW TAX 40.00YQ TAX 50.00CP
 TOTAL USD 250.00A
 NONEND NONREF NONRERTE-VALID/ON CI ONLY
 JKT CI TPE 1083.00TEE90 CI JKT 883.00QEE90 NUC1966.
 00END ROE1.00
 TOUR CODE JKT2013
 EXCHANGED FOR: 2979902133554
 ORIGINAL ISSUE: 2979902133554JKT08AUG1499999992
 RLOC 1G PPQ9RQ CI KHMJFJ

TKT: 297 9902 133588 NAME: FAREGALILEO/AZKAMS
 PH: 08 211 160 0298
 ISSUED: 15AUG14 FOP: INVAGT/MISC
 PSEUDO: 753P PLATING CARRIER: CI ISO: ID IATA: 99999992
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 OPEN CI 0762 Q 08NOV CGKTPE 1440 OK TEE90/CH 1
 NVA30JAN
 OPEN CI 0761 Q 13NOV TPEC GK 0920 OK QEE90/CH 2
 NVA30JAN
 FARE USD 1475.00 TAX 9.20TW TAX 40.00YQ TAX 35.00CP
 TOTAL USD 185.00A
 NONEND NONREF NONRERTE- VALID/ON CI ONLY
 JKT CI TPE 812.00QEE90 CI JKT 662.50QEE90 NUC1474.5
 0END ROE1.00
 TOUR CODE JKT2013
 EXCHANGED FOR: 2979902133551
 ORIGINAL ISSUE: 2979902133551JKT08AUG1499999992
 RLOC 1G PPQ9RQ CI KHMJFJ

HMPR:

GALILEO INDONESIA TEST TINS REPORT 15 AUG 14
 CURRENCY CODE USD IATA NUMBER 99999992

A/L TKT/STOCK NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
			*FEES		
126E9902133582	FIRLIANTI/ANITAM	VOID 15AUG			
126E9902133583	FIRLIANTI/ANITAM	VOID 15AUG			
297E9902133584	LESTARI/INDAHARI	VOID 15AUG			
297E9902133585	ANINDITA/TASYAMI	VOID 15AUG			
297E9902133586	FAREGALILEO/FIKR	200.00A	50.00	0.00	IN
	JKT2013				
		100.00N	←	←	
297E9902133587	FAREGALILEO/FARH	200.00A	50.00	0.00	IN
	JKT2013				
		100.00N	←	←	
297E9902133588	FAREGALILEO/AZKA	150.00A	35.00	0.00	IN
	JKT2013				
		75.00N	←	←	
SUBTOTAL - CASH		0.00		0.00	
SUBTOTAL - CHECK		0.00		0.00	
SUBTOTAL - NONREF		0.00		0.00	
SUBTOTAL - MISC		0.00		0.00	
SUBTOTAL - INV		550.00		135.00	
TOTAL CASH SALES		685.00			
TOTAL CREDIT SALES		0.00			
TOTAL FEES		0.00			
GRAND TOTAL		685.00			
TOTAL COMMISSION		0.00			
LESS CREDIT SALES		0.00			
NETT AMOUNT PAYABLE		685.00			

Exchange/Reissue with residual value - EMD for refundable balance

Original ticket

TKT: 064 9902 177383 NAME: KLIMOVA/MISAMRS
 ISSUED: 29OCT14 FOP:CASH
 PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 OPEN OK 618 D 16NOV PRGAMS 1725 OK DFLXCZ 1
 OPEN OK 619 D 18NOV AMSPRG 1945 OK DFLXCZ 2

 FARE CZK 26840 TAX 583CZ TAX 362CJ TAX 2754XT
 TOTAL CZK 30539
 PRG OK AMS 628.66 OK PRG 628.66 NUC1257.32END ROE21
 .3469 XT 437RN57VV2260YQ
 RLOC 1G C47C2G 1A 50DI67

Changed itinerary - change routing on outbound sector:

C47C2G/37 BRQNH N347373 AG 99999992 29OCT
 1.1KLIMOVA/MISAMRS
 1. OK 526 D 16NOV PRGDUS HK1 1740 1915 O* E SU
 2. ARNK
 3. OK 619 D 18NOV AMSPRG HK1 1945 2120 O* E TU

Step 1. Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
<input type="text"/>	(Custom ticket number)			
<input checked="" type="radio"/> 0649902177383	29OCT14	KLIMOVA/MISAMRS	PRG → AMS / 16NOV / OK 618 AMS → PRG / 18NOV / OK 619	30539CZK

GEM EXCHANGE AGREEMENT

☒ I confirm I have checked all Fares and Fare rules applied to the original ticket - Category 1B.

New fare quote

☒ FQ calculation
 ☐ Incidental rebooking
 ☐ Incidental rerouting
 ☐ PFF quote
 ☐ Manual

Passengers

☒ 1. KLIMOVA/MISAMRS

Segments (select all segment(s))

SEGMENT
<input checked="" type="checkbox"/> 1. PRG → DUS / 16NOV / OK 526 / D
<input checked="" type="checkbox"/> 3. AMS → PRG / 18NOV / OK 619 / D

Calculation type

☒ Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used - check Fare Rules.
☐ After departure (FQ.T)
☐ FQ with options FQ/P1/61.3/
☐ FQ.H

Additional options

ACCOUNT CODE	PTC	CURRENCY
<input type="text"/>	ADT	<input type="text"/>

New Fare calculation is cheaper because DFLXCZ Fare from PRG to DUS is lower.

Additional options

ACCOUNT CODE	PTD	CURRENCY
	ADT	

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	583	583	0
CJ	362	362	0
BN	437	437	0
VV	57	57	0
YQ	2560	2560	0
FARE	25840	21300	0
Total:			0

☐ Automatic calculation may be inaccurate. We recommend you to [check](#) it manually.

The agent has to decide if the Fare difference can be refunded or not according to the appropriate Fare rule, Category 16 - Cancellation. DFLXCZ Fare is fully refundable and therefore the agent's reply is Yes.

This Exchange will result in a Refundable Balance of 5460 CZK. Please check category 16 of the appropriate Fare rule if the Fare is refundable. Do you want to refund this amount?

Yes No

Step 3: Commission and penalties

PENALTY

☒ Absent

☐ EMD

☐ Tax

☐ Q-Surcharge

ENDORSEMENT

COMMISSION

Placets: 0

TICKET CODE

IT/ST

☒ None ☐ IT ☐ ST

Step 4: Exchange mask

TICKET NUMBER* 0649902177384

TRIP Yes No

Coupon numbers* 02

Coupons for tickets

Ticket 1	Ticket 2	Ticket 3	Ticket 4
12			

PO TAXES

553	CZ	362	CJ	437	FN	57	VV
2260	YQ						

TTL VALUE* C2K26640

ORIGINAL FOR* 8

Fields marked with asterisk (*) are required.

EMD for refundable balance was created automatically and will be issued along with the ticket.
 You have to refund it to get the due amount of 5460 CZK back.

OK

When the agent confirms this message EMD for refundable balance will be issued automatically. If the agent doesn't want to issue EMD, it is possible to cancel the reissue and start the exchange/reissue procedure once again from the beginning.

Step 5: Ticket print

Exchange process completed. You can print your tickets now or store the fare only and start over the script to process other passengers.

☒ Print selected tickets:

Ticket number	Passenger	Additional collection	Fee type	Terminal screens
<input checked="" type="checkbox"/> 0649902177383	KLIMOVA/MISAMRS	NO ADC	ABSENT	Check

PRINT COMMAND

TRIP

☐ Store the fares and start over

☒ I confirm the additional collection amounts in the table above

Next → Cancel

New ticket:

TKT: 064 9902 177384 NAME: KLIMOVA/MISAMRS
 ISSUED: 29OCT14 FOP:CASH
 PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 OPEN OK 526 D 16NOV PRGDUS 1740 OK DFLXCZ 1
 OPEN OK 619 D 18NOV AMSPRG 1945 OK DFLXCZ 3
 FARE CZK 21380 TAX 583CZ TAX 362CJ TAX 2754XT
 TOTAL CZK NO ADC
 PRG OK DUS 372.88DFLXCZ /-AMS OK PRG 628.66DFLXCZ N
 UC1001.54END ROE21.3469 XT PD437RN PD57VV PD2260YQ
 EXCHANGED FOR: 0649902177383
 ORIGINAL ISSUE: 0649902177383PRG29OCT1499999992
 RLOC 1G C47C2G 1A 50DI67

EMD for refundable balance must be refunded

0649992068617 KLIMOVA/MISAMRS C47C2G/1G/79YE 99999992
 CPN RFISC DESCRIPTION VALUE DATE STATUS
 1 D-996 REFUNDABLE BALANCES CZK 5460 OPEN
 EMD DOCUMENT TOTAL: CZK 5460
 >EMD DETAIL DISPLAY .
 >EMD VOID .
 >EMD REFUND .F

EMD with all details:

0649992068617 KLIMOVA/MISAMRS C47C2G/1G/79YE 99999992

***** EMD 0649992068617 COUPON 1 DETAILS *****

RFI: D-996 REFUNDABLE BALANCES
 DATE OF SERVICE: QUANTITY OF SERVICES/FEES: 1

CPN AMT	CPN STATUS	ESAC
CZK 5460	REFUNDED	064RAY77CA4ND

PRESENT TO: CZECH AIRLINES
 PRESENT AT: PRAGUE/PRG

***** EMD DOCUMENT DETAILS *****

ENDORSEMENT RESTRICTIONS:
 REFUND.BY.ISSUING.AGENT

EMD FARE DATA
 BASE: CZK 5460
 EQUIV:
 TOTAL: CZK 5460

FOP: CA

NAME: KLIMOVA/MISAMRS
 GDS PNR: 1G/C47C2G
 CARRIER PNR: 1A/5ODI67
 AGENCY: 79YE TICKETING AGT ID:73 IATA NBR:99999992
 NAME/PLACE OF ISSUE: GALILEO CIESKA REPUBLI
 DATE OF ISSUE:29OCT14
 RELATED TO TKT: 0649902177384
 ORIG ISSUE:
 EXCHG/REISSUE DOC: 0649902177383

EMD for refundable balance on sales report - HMPR

GALILEO CIESKA REPUBLIKA	TINS REPORT	29 OCT 14
CURRENCY CODE CZK	IATA NUMBER 99999992	

A/L TKT/STOCK NBR	PASSENGER NAME	FARE	TAX *FEES	COMM	FOP	
064D9992068617	KLIMOVA/MISAMRS	0	0	0.00	EX	← EMD issued
064E9902177384	KLIMOVA/MISAMRS	0	0	0.00	EX	← new TKT
064 9992068617	KLIMOVA/MISAMRS	5460	0	0.00	EX	← EMD refunded
		RFND-				

EMD for refundable balance is issued only in following cases:

- The carrier allows to issue EMD for refund in Galileo system
- There is no additional collection for Fare or taxes

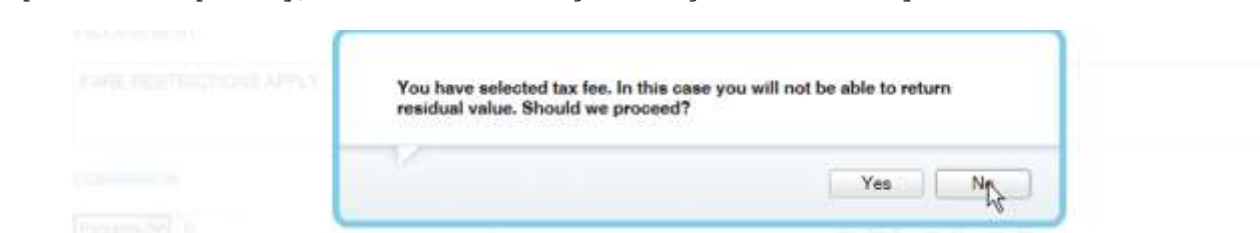
When the carrier is not ready to issue EMD for refundable balance in Galileo, following warning message is returned by GEM:



You have to contact the carrier and ask for refund - CZK 2489 via ACM.

When there is any additional collection (Fare or taxes), EMD for refundable balance is not offered by the system at all due to the system limitation.

Therefore when EMD for refundable balance should be issued, then the penalty cannot be collected as a tax. EMD needs to be issued instead. In case the agent selects the tax option for a penalty, then the following warning is returned by GEM:



It is better to collect penalty on EMD, if possible and issue another EMD for residual value.

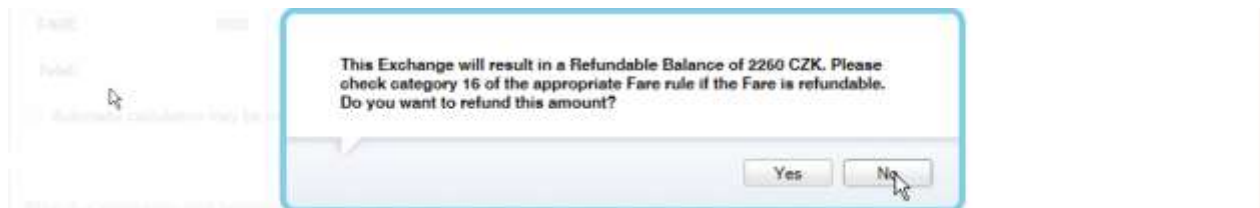
When the new Fare is lower but the original Fare is nonrefundable, EMD for refundable balance may not be issued.

CANCELLATIONS

BEFORE DEPARTURE

TICKET IS NON-REFUNDABLE IN CASE OF CANCEL/NO-SHOW/REFUND.

Following warning is returned by GEM and the agent should select NO.



The ticket with new Fare is issued and no residual value is refunded.